



Department of Employee Relations

January 3, 2005

Tom Barrett
Mayor
Maria Monteagudo
Director
David Heard
Fire and Police Commission
Executive Director
Michael Brady
Employee Benefits Director
David Kwiatkowski
Labor Negotiator

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

Dear Committee Members: Re: Common Council File Number 051092

The following classification and pay recommendations were approved by the City Service Commission on December 20, 2005.

In the Department of City Development, one new position in the 2006 budget was classified as Assistant Planning Director, Salary Grade 012.

In the Department of Administration, one vacant position of Administrative Assistant III, Pay Range 530, was reclassified to Program Assistant III, Pay Range 550, in the 2006 Budget.

In the Department of Administration, one new position in the 2006 budget was classified as Emergency Government Coordinator, Salary Grade 010.

In the Department of Public Works-Administrative Services Division, ten positions of Personnel Payroll Assistant II, Pay Range 445, were reclassified to Personnel Payroll Assistant III, Pay Range 460; and one position of Program Assistant II, Pay Range 530, was reclassified to Human Resources Assistant, Pay Range 550.

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

Sincerely,

Maria Monteagudo
Maria Monteagudo
Employee Relations Director

MM:pb

Attachments: 2 Job Evaluation Reports
Fiscal Note

c: Mark Nicolini, Erick Shambarger, Marianne Walsh, Betty Schraith, Sharon Robinson, Patrick Curley, Steven Fronk, Richard Marcoux, Martha Brown, Bonnie Vaughn, Jeffrey Mantes, Dan Thomas, Dorinda Floyd, LaQuisha Harrell Schroeder, Dawn Crowbridge, Robin Dickson, Kristine Beaster, Richard Bensman, Shirley Cooper, Tammy Deau, Arlanda Freeman, Linda Moshinski, Gina Santiago, James Schoenrock, Antara Terry, Richard Abelson, John English, Paula Dorsey, Bill Mollenhauer, and James Fields

200 East Wells Street, Room 706, Milwaukee, WI 53202, Phone (414) 286-3751, FAX 286-0800, TDD 286-2960
Employee Benefits and Labor Relations – Room 701 • Labor Relations Phone (414) 286-2357, Fax 286-0900
Medical Benefits Phone (414) 286-3184 • Worker's Compensation (414) 286-2020, Fax 286-2106

JOB EVALUATION REPORT

City Service Commission Meeting: December 20, 2005

This report recommends appropriate classifications and compensation levels for three positions created or changed in conjunction with the implementation of the 2006 City of Milwaukee Budget. This report contains recommendations for positions in the Department of City Development and the Department of Administration.

In reviewing these positions, staff analyzed new job descriptions and held discussions with management representatives from affected departments. The following chart summarizes the recommended changes.

DEPARTMENT OF CITY DEVELOPMENT

Current	Request	Recommendation
New Position	Assistant Planning Director SG 012 (\$70,767-\$99,074)	Assistant Planning Director SG 012 (\$70,767-99,074)

DEPARTMENT OF ADMINISTRATION

Current	Request	Recommendation
Administrative Assistant III PR 530 (\$39,094-\$44,256) Vacant Position	Research Specialist PR 594 (\$43,282-\$52,516)	Program Assistant III PR 550 (\$43,910-\$50,242)
New Position	Emergency Government Coordinator SG Not Stated	Emergency Government Coordinator SG 010 (\$62,288-\$87,205)

(Rates listed above are 2006 rates of pay)

Action Required: (Effective Pay Period 1, 2006 – January 1, 2006)

In the 2006 Salary Ordinance:

Under Salary Grade 010, add the title "Emergency Government Coordinator."

Under Salary Grade 012, add the title "Assistant Planning Director."

Under Pay Range 550, add the title "Program Assistant III."

In the 2006 Positions Ordinance:

Under Department of Administration, Office of the Director, delete one position of "Administration & Research Specialist" and add one position of "Program Assistant III" and one position of "Emergency Government Coordinator (A) with the following footnote: "(A) To expire 3/31/07 unless the Urban Areas Security Initiative Program Grant, available from the U.S. Department of Homeland Security, is extended."

Under Mayor, Administration, delete one position of "UASI Emergency Government Coordinator (B)" and delete footnote "(B) in its entirety.

DEPARTMENT OF CITY DEVELOPMENT

Current: **New Position**
Request: **Assistant Planning Director** **SG 012**
Recommended: **Assistant Planning Director** **SG 012**

As indicated on the job description written in November of this year, the primary purpose of this position is to manage the staff, resources, and operations of the Department's Planning Division. The position reports to the Planning Director, who is a contracted individual from the University of Wisconsin-Milwaukee. The regular Planning Division staff consists of:

- Eight urban planners
- Three Geographic Information (GIS) Specialists
- Two historic preservation specialists
- One administration assistant.

This position also provides technical expertise and staff support to the City Plan Commission, Historic Preservation Commission, and Board of Zoning Appeals.

The most important competencies required of the person filling this job will be the ability to manage professional staff and high-level expertise in physical planning, land use controls, historic preservation, and urban design. The qualifications for the position include a master's degree in urban planning or closely related field and significant experience managing a planning staff.

Considering the impact of this position on the Department's mission and goals, this position appears to be equivalent in level of responsibility as the Planning and Development Center Manager, Salary Grade 12. It is therefore recommended that this position be allocated to Salary Grade 12, as Assistant Planning Director, as requested by the Department.

The factor levels and points associated with this position are as follows:

	Level	Points
Impact and accountability	12	209
Knowledge and skill	11	181
Relationship Responsibility	11	97
Working Conditions	1	5
Total		492
SG 012 (466-534)		

DEPARTMENT OF ADMINISTRATION

Current: **Administrative Assistant III** **PR 530**
Request: **Research Specialist** **PR 594**
Recommended: **Program Assistant III** **PR 550**

The Department of Administration has requested that this position, which is currently vacant, be reclassified to a "Research Specialist" in Pay Range 594. Discussions with the Director of Administration and written materials submitted by the Director, including a letter and job

description, indicate that the position's responsibilities will be divided into the following three areas:

- Office management
 - Performing accounts payable work; disseminating and coordinating information regarding sections of the Department
 - Creating and implementing new office systems and procedures
 - Assisting the Director of Administration with surveys and reports.
- Grants administration; Accountability in Management Initiative (AIM) Program; and special projects for the Director of Administration
 - Establishing and implementing systems to pursue, submit, and track grants on a City-wide basis
 - Compiling and analyzing information for the Director of Administration
 - Providing administrative support for the Mayor's AIM Program
- Charter School Review Committee
 - Serving as a central point of information and contract for all issues related to the establishment Charter Schools. This will include providing accurate information to those wishing to create a charter school.
 - Provide staff support to the Committee

The job analysis indicates that the nature of work performed by the position is that of a high-level administrative support position with significant contacts inside and outside of the Department. The minimum qualifications stated for this job—two years of college (bachelor's degree preferred) or six years experience in City government in a high-level office support position—are consistent with this characterization.

We therefore recommend classifying this position as a Program Assistant III in Pay Range 550, which is a new job classification in the City service.

Program Assistants perform a variety of office support and administrative work in support of a program or distinct area of operations within a City department. The term "program" is intended to be broad in application, encompassing the work of a bureau, division, section or specific program within a department. The duties and responsibilities of each Program Assistant are specific to each job assignment.

The level of work performed by Program Assistants is characterized as semiprofessional. As such, the Program Assistant series serves as a "bridge" between a number of office support job series and bona fide professional occupations, such as Management Accountant and Administrative Specialist, requiring a bachelor's degree or equivalent.

In this series, positions requiring the knowledge, skills, and abilities equivalent to that of a bachelor's degree have been assigned to the "II" level. Commensurate with their higher level of knowledge and skill, Program Assistants II also exercise a greater amount of responsibility, also known as impact and accountability, than those assigned to the "I" level.

Program Assistants III performs a variety of duties and responsibilities to support a significantly complex program or area of operations within a City department. In addition to requiring the equivalent knowledge and skill normally obtained with a bachelor's degree, these positions

require in-depth knowledge of technical and/or administrative processes. Some Program Assistants III function as group leaders for other employees.

Like Program Assistants II, Program Assistants III analyze information, draw conclusions, and make recommendations regarding situations and issues. At the 'III' level, Program Assistants have extensive responsibility for maintaining relationships with others inside and outside of their department regarding matters of significance.

The following chart indicates the placement of the Program Assistant III.

Pay Range	Min	Max	Program Assistant Series
PR 460	\$37,221	\$41,715	Program Asst I
PR 530	\$39,094	\$44,257	Program Asst II
PR 550	\$43,910	\$50,242	Program Assistant III

Current:	New Position	
Request:	Emergency Government Coordinator	SG Not Stated
Recommended:	Emergency Government Coordinator	SG 010

The basic function of this position will be to establish cooperative emergency agreements between local governmental units to prepare for, respond to, and recover from any emergency or disaster in Southeastern Wisconsin. The position is funded by the federal government's Department of Homeland Security through March of 2007.

The employee filling this position will report to Mayor's Chief of Staff and coordinate the work of a health services coordinator in the Health Department, a law enforcement coordinator in the Police Department with a rank of Sergeant, and a fire/rescue services coordinator in the Fire Department with the rank of a Battalion Chief. As stated in the job description, the individual filling this position "will be required to create and/or replicate innovative programs and relationships which draw upon public-private resources and partnerships in order to meet the needs of the greater Milwaukee urban area."

Some of the most significant knowledge, skills, abilities, and competencies required to successfully perform the job include:


- Knowledge of emergency preparedness, emergency response systems and protocols, and public safety systems
- Ability to manage a large-scale project
- Ability to build relationships with individuals with differing perspectives to accomplish a common goal
- Ability to write and speak effectively to individuals and groups

Considering the impact of this position on regional emergency preparedness, it recommended that this position be allocated to Salary Grade 10.

The factor levels and points associated with this position are as follows:

	Level	Points
Impact and accountability	10	158
Knowledge and skill	9	130
Relationship Responsibility	9	67
Working Conditions	1	5
Total		360
SG 010 (352-404)		

Prepared by: 
Laura Sutherland, Human Resources Representative

Reviewed by: 
Maria Montegudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: December 20, 2005

Department: DPW – Administrative Services Division

Present	Requested
<p>Titles:</p> <p>A. Personnel Payroll Assistant II 9 incumbents, 1 vacant</p> <p>B. Program Assistant II 1 incumbent</p>	<p>A and B: Study of Positions</p>
<p>Pay Range and Current Rates:</p> <p>A. PR 445 (\$34,767-\$38,474) Step 1 (\$34,767) 2 incumbents Step 2 (\$35,544) 1 incumbent Step 5 (\$38,474) 6 incumbents</p> <p>B. PR 530 (\$39,094-\$44,257) Step 5 (\$44,257) 1 incumbent</p>	<p>Source: 2004-2006 AFSCME DC 48 Labor Agreement</p>
<p>Recommendation:</p> <p>A. Title: Personnel Payroll Assistant III (10 positions) Pay Range: 460 (\$37,221 - \$41,715) To include the footnote: The positions in the Department of Public Works-Administrative Services shall be eligible to receive one additional step in the amount of \$1,652.55 (\$42,966) New Rate: Step 1 (\$37,221) 3 incumbents Step 3 (\$39,094) 6 incumbents</p> <p>B. Title: Human Resources Assistant Pay Range: 550 (\$43,910 – \$50,242) New Rate: Step 2 (\$45,348) 1 incumbent</p> <p><i>(All rates listed above are 2006 rates of pay.)</i></p>	
<p>Rationale:</p> <p>A. The duties of these positions and the corresponding level of knowledge and responsibility have changed with the centralization of payroll duties in the Department of Public Works (DPW). Since the reorganization of DPW in 1999, payroll and personnel activities and processes have required these positions to be cross trained to perform difficult payroll transactions within each DPW Division and be directly responsible for addressing payroll discrepancies with employees.</p> <p>B. The Program Assistant II position, in conjunction with management, oversees and maintains various personnel and payroll databases. In addition, this position has taken on special projects such as a more thorough absence analysis, and the monitoring and gathering of information for Worker's Compensation cases.</p>	
<p>History of Positions:</p> <p>A. The Personnel Payroll Assistant II positions in DPW were last studied as part of the Office Support Study in 1995 when their title was changed from Account Clerk II in Pay Range 445 to Personnel Payroll Assistant II in Pay Range 445.</p> <p>B. The Program Assistant II position was also last studied as part of the Office Support Study in 1995 when the title was changed from Administrative Assistant I to Program Assistant in Pay Range 530.</p>	

Action Required (Effective Pay Period 1, 2006 (January 1, 2006)):

In the 2006 Salary Ordinance, under Pay Range 460, add the footnote designation "2" following the title "Personnel Payroll Assistant III" and add the following footnote: "2 The positions in the Department of Public Works-Administrative Services Division shall be eligible to receive one additional step in the amount of \$1,652.55 biweekly (\$42,966 annually)." Under Salary Grade 001 delete the title of "Human Resources Assistant" and under Pay Range 550, add the title of "Human Resources Assistant".

In the 2006 Positions Ordinance, under Department of Public Works-Administrative Services Division, Finance and Planning Section, delete one position of Program Assistant II and add one position of Human Resources Assistant; and delete ten positions of Personnel Payroll Assistant II and add ten positions of Personnel Payroll Assistant III.

Background:

The Department of Public Works (DPW) originally requested a study of these and other positions in a letter dated January 10, 2001. No study was conducted at that time due to a freeze on classification studies. The City agreed to study these positions as part of the 2004-2006 agreement between the City and AFSCME DC48. Incumbents completed Job Analysis Questionnaires in November and December of 2004. A communication sent by the department in April of 2005 requested classification reviews for a number of positions in the Administrative Services Division and Parking Operations and transmitted updated job descriptions. The department listed the positions in order of priority and these positions were listed first. Job audits were conducted with four of the employees in the Personnel Payroll Assistant II classification and with the incumbent of the Program Assistant II position. Discussions were also held with Dorinda Floyd, Administrative Services Director; Dan Thomas, Public Works Personnel Administrator; LaQuisha Harrell Schroeder, Finance and Planning Manager; and Dawn Crowbridge, Business Operations Manager, who supervises these positions.

Personnel Payroll Assistant II

Based on the job description and a review of the questionnaires the basic function of the Personnel Payroll Assistant II positions in DPW is to perform Human Resource Management Systems (HRMS) transactions, time entry, payroll processing, and payroll/personnel reporting for 175 - 220 employees. The employees in DPW are represented by a variety of unions and some have multiple titles and regular, seasonal or emergency appointments. The duties and responsibilities include the following:

50% Payroll and Time Entry:

Enter, edit, and approve time using the City's On-Line Time Entry System; prepare, payroll adjustments including jury duty, terminal leave, military leave etc; calculate retroactive payments and special pay adjustments; generate payroll reports, including time owed and allowed, sick leave incentive and payroll register, and verify the accuracy of each balance in the report; prorate vacations for multi-title employees; calculate leave accruals for transitions between unions and different accrual systems; provide check distribution; maintain all absences and leave balances on analysis calendars; maintain absence database; and prepare and process payroll and human resource documents.

30% Human Resource Management System (HRMS):

Maintain employee personnel records using the City's HRMS. Record increments, promotions, demotions, leaves, etc; calculate, verify, and adjust service and anniversary dates based on City Service Rules.

- 10% Reporting:
Provide payroll reports and/or information to managers, other City departments and outside agencies including range and steps, injury usage, sick leave usage, and employment histories for the Pension Office.
- 5% DPW Division Responsibilities:
Maintain records unique to each DPW Division including vacation hours, hours worked at each job title, and scheduling related to compensatory time balances.
- 5% Other:
Serve as a backup Personnel Payroll Assistant II for other staff; work on special projects and other duties as assigned.

The job analysis questionnaires completed by the incumbents had varying duties and percentages of time within each responsibility area but were roughly consistent with the duties and percentages listed above, though one position spends a high percentage of time working on the absence analysis reports.

Requirements for these positions include four years of progressively responsible support staff experience including at least one year as a Personnel Payroll Assistant I or in a comparable position; an ability to guide users in the use of highly automated time entry systems; familiarity with union agreements, pay administration policies, DPW policies, and certain provisions of the Fair Labor Standards Act; excellent customer service skills; an ability to get along with others; and a flexible schedule to meet payroll deadlines.

Changes in the Position:

These positions have experienced a number of changes since 1995 when they were last studied. The 1999 DPW reorganization resulted in the realignment and centralization of payroll/personnel related functions within the Division of Administrative Services. The goal was to create efficiencies and increase consistency in processing complex payroll and human resource transactions while facilitating the cross training of employees and back up assignments. As a result, DPW Personnel Payroll Assistants have been delegated the full responsibility for processing payroll/personnel related transactions and interacting with employees who question or challenge their pay or leave/benefits eligibility. Previously this was done more by the managers in the field.

Another change impacting the overall responsibility level was the implementation of Peoplesoft software. With this new software the Department of Employee Relations (DER) no longer audits personnel transactions before they are processed. Under the old system such transactions remained on "hold" pending review and approval by DER. As a result, employees are required to have a solid understanding of civil service rules, contract provisions, and other employment regulations and they have a greater impact in terms of consequence of error. These positions are also now responsible for a number of tasks that were previously performed by positions in other sections or departments. These tasks include doing time entry for some of the employees which involves comparing daily time sheets with the daily dispatch schedule; running reports on time owed and allowed, the payroll register and hours paid, which was previously performed by staff in the Comptroller's Office; and calculating leave benefits, which was previously done by staff in Employee Relations.

Analysis:

The duties and responsibilities of these positions have changed since they were last studied in 1995. Specifications for the titles in the new Personnel Payroll Assistant Series that were created at that time include the following:

Personnel Payroll Assistant I:

Performs basic payroll related work. Calculates hours worked from time sheets, production records, and other written sources. Checks time sheets for accuracy and makes corrections when necessary. Keeps payroll related personnel records. Answers questions regarding pay practices and related benefits. Inputs data, including personnel transactions, into computerized payroll system. May work with others on a team to complete special projects. Uses microcomputer software to produce reports when needed. Retrieves information from computerized payroll system. Uses calculator and other office machinery.

Personnel Payroll Assistant II:

The Personnel/Payroll Assistant II is distinguished from the I level by some or all of the following:

Performs difficult payroll processing for larger organizational units (over 250 employees). Processes payroll for multiple employee groups/bargaining units. Maintains records for multi-titled employees and processes multiple time cards. Maintains complex salary histories. Administers more complex and varied benefits. Performs more complicated biweekly costs accounting associated with labor hours and overhead. Often performs other complex accounting functions within a larger accounting or administrative work unit. Often functions as a group leader within the work unit.

Personnel Payroll Assistant III:

This level is distinguished from the "II" level by its greater scope of responsibility, which not only includes complex and difficult payroll processing, but the maintenance of personnel records, benefits administration, compilation and creation of special personnel reports, provision of employment information to the public, and general human resources administration on a semiprofessional level.

The knowledge base associated with this level consequently must be broader in terms of personnel laws, practices, and procedures, than that of the Personnel Payroll Assistant II. Likewise, interpersonal skills must be at a higher level to effectively interact with employees, managers, and the public.

There are currently 16 bona fide positions of Personnel Payroll Assistant II in the City and ten of them are located in the DPW – Administrative Services Division. The other six positions are located in the Police Department (2), Health Department (1), Department of Neighborhood Services (DNS) (1), Library (1), and Fire Department (1). The main focus of these positions is to prepare the payroll. Many other positions in the City also work on payroll but have different titles since they also have other duties such as accounting related work. Also, the positions under study do both time entry and Human Resources Management Systems (HRMS) transactions while other payroll positions may only do one or the other.

Many of the changes listed above have affected, to some degree, all of the positions that work on payroll. One change that is different, though, is that the positions in DPW-Administrative Services are now centralized and required to know more than one payroll. Under some circumstances, doing another payroll may not be difficult because the payrolls are similar but in DPW the payrolls vary widely and are more complex. This complexity is due to employees having multiple titles, special assignments and working on various pieces of equipment, all of which can affect the employee's rate of pay, sometimes on a daily basis. Employees may also switch back and forth between unions within the same pay period, which can affect vacation accrual. Further, a majority of DPW employees have their time entered on a daily basis because they are hourly employees. This is in contrast to "exception" employees who have very few entries such as when they take vacation or have a pay increment.

To process another payroll these positions must know the provisions of one or more other labor contracts whose terms for sick leave, vacation and special pay practices may be different. There are a variety of unions represented in the Department of Public Works including D.C. 48, AFSCME, AFL-CIO; D.C. 48, Local 423 (Truck Drivers); Local 61, LIU of NA (Sanitation Workers); Technicians, Engineers, and Architects of Milwaukee (TEAM); Local 494, IBEW (Electrical Workers) and (Machine Shop); Local 195, IBEW (Bridge Operators); Local 75, Plumbers; Milwaukee Building and Construction Trades Council (MB & CTC); and the Joint Bargaining Unit Local 139 and D.C. 48.

The changes due to the new Peoplesoft software are changes for other payroll positions as well and could be considered a technological change that alters the way the work is done rather than the work itself. The changes, however, have affected the positions under study more since they are working with a much more complex payroll. For example, with the previous software the personnel transactions could be reviewed before processing but now are reviewed after the fact. This puts much more pressure on these employees for the personnel transactions to be correct on the front end. As there are so many variables that affect the rate of pay as well as the need to enter time on a daily basis for most positions, there is a higher chance of error that results in more time needed to process a correction. The consequence of error is high since it can result in someone being paid incorrectly. This can be especially difficult if someone has been paid too much and adjustments need to be made.

Turnover in these positions is high and seven of the ten incumbents are relatively new. The department contends that the complexity and pace of these positions as well as pay is contributing to the turnover.

The Personnel Payroll Assistant II positions in DPW – Administrative Services appear to be stronger than other positions in the classification. A comparison to positions in the Personnel Payroll Assistant III classification in Pay Range 460 indicates that this classification would be a closer fit. For example, the Personnel Payroll Assistant III position in the Police Department works on a payroll that includes five unions and a number of special pay practices. The position also serves as a leadworker to three other positions. The Personnel Payroll Assistant III position in the Library does not spend as much time on payroll nor is the payroll as complex but the position does spend 30% of the time on general personnel administration duties such as preparing and issuing on a timely basis all probationary, change of assignment, and annual conference reports for all Library employees; editing, typing, and/or distributing commendations, grievances, and disciplinary actions; meeting with and advising employees considering retirement, resignation or other separation and calculating vacation and other entitlements; and preparing memos, letters, etc of a confidential nature; and compiling data for confidential personnel matters. A third position of Personnel Payroll Assistant III in the Department of City Development also works on Peoplesoft transactions for a group that includes many exempt positions and is a backup for the separate and independent payroll system for over 200 employees who work for the federally funded Housing Authority. This position also advises employees on benefits eligibility and other personnel issues.

A comparison to these Personnel Payroll Assistant III positions in other departments indicates that the positions under study are even stronger due to the payroll work they do for employees with multiple titles who work in more than one union. This makes the calculations for annual increments, vacation, sick leave, injury pay and other benefits much more complex. This complexity contributes to the high impact of error for all payroll positions since it could result in someone being paid incorrectly and/or violating a union contract.

Based on the changes and comparisons listed above we recommend these positions be reclassified to Personnel Payroll Assistant III in Pay Range 460. We further recommend, however, that a footnote be added to read as follows: "The positions in the Department of Public Works-Administrative Services shall be eligible to receive one additional step in the amount of \$1,652.55." This additional step is in recognition of the additional complexity of work due to the implementation

of Peoplesoft and how it has affected the payroll work for many DPW employees who work for more than one union and have multiple titles. It may also assist DPW in recruiting additional experienced payroll personnel from other City departments.

Recommendation:

Based on the above analysis we recommend ten positions of Personnel Payroll Assistant II in Pay Range 445 be reclassified to Personnel Payroll Assistant III in Pay Range 460. We further recommend that a footnote be added to the title to read as follows: "The positions in the Department of Public Works-Administrative Services shall be eligible to receive one additional step in the amount of \$1,652.55." We also recommend the Department utilize the classifications of Personnel Payroll Assistant I and II in Pay Ranges 435 and 445 as underfill classifications depending on the duties and qualifications of individual incumbents.

Program Assistant II

The basic function of this position is to work in conjunction with the Business Operations Manager and the DPW Personnel Administrator to oversee and maintain various personnel and payroll databases. The duties and responsibilities are as follows:

- 50% Oversight and Maintenance of Personnel Information:
Discipline Database – write reports using structured query language; verify the correct citing of rules, dates of actions and union notification in disciplinary actions; and serve as backup trainer and administrator of the database.
Grievance Database – build, maintain, and provide information in a report format for all grievance actions and arbitration awards; and research for inconsistencies, past practices, and similar awards.
Job Description Database – maintain past and current job descriptions in electronic, scanned and hard copy versions for all DPW positions.

Research employee information and provide documentation for Unemployment Compensation inquiries and hearings; respond to Open Records requests; serve as one of only five individuals who have correction ability for HRMS and provide technical assistance to users; interpret contracts, City Service Commission rules, policies, procedures and the Salary Ordinance when correcting entries; and provide assistance to DER with mass rate changes and other DPW employee transactions.

- 35% Oversight and Maintenance of Payroll Information:
Absence Monitoring – oversee the data entry and review of all absence paperwork to assist DPW Managers with sick leave review and absence analysis; provide absence and salary information for Workers Compensation inquiries utilizing Peoplesoft, FMIS, and other employee information sources.

- 15% Payroll Processing:
Calculate clothing allowances and process submittal to the Comptroller's Office for payment. Process payroll when needed during payroll closeout or extended absences; and run year-end payroll reports.

The requirements for this position include college level course work in Accounting, Human Resources or Office Management; experience in a payroll environment with progressively increased responsibility; and an ability to train people in the use of the DPW Discipline Database, the On-Line Time Entry System, Peoplesoft HRMS, and other databases.

Changes in the Position:

This position has also experienced the changes in payroll for DPW that are listed above. The required knowledge base has increased with the changes in software and pay practices. This position now, in conjunction with management, oversees and maintains various personnel and payroll databases. This position has also taken on special projects such as a more thorough absence analysis, and the monitoring and gathering of information for Worker's Compensation cases.

Analysis:

A review of the duties and responsibilities of this position indicates that the level of responsibility and knowledge required has significantly increased. The position under study has distinct areas of responsibility related to the personnel and payroll databases including absence monitoring and providing Worker's Compensation data. This position also serves as a leadworker to ten positions of Personnel Payroll Assistant and must be able to fill in for any of the DPW payrolls.

The specifications for Program Assistants indicate they perform a variety of office support and administrative work in support of a program or distinct area of operations within a City department. The term "program" is intended to be broad in application, encompassing the work of a bureau, division, section or specific program within a department. The duties and responsibilities of each Program Assistant are specific to each job assignment.

The level of work performed by Program Assistants is characterized as semiprofessional. As such, the Program Assistant series serves as a "bridge" between a number of office support job series and bona fide professional occupations, such as Management Accountant and Administrative Specialist, requiring a bachelor's degree or equivalent.

In this series, positions requiring the knowledge, skills, and abilities equivalent to that of a bachelor's degree have been assigned to the "II" level (Pay Range 530). Commensurate with their higher level of knowledge and skill, Program Assistants II also exercise a greater amount of responsibility, also known as impact and accountability, than those assigned to the "I" level.

Program Assistants III (Pay Range 550) perform a variety of duties and responsibilities to support a significantly complex program or area of operations within a City department. This is a new job classification in the City service. In addition to requiring the equivalent knowledge and skill normally obtained with a bachelor's degree, these positions require in-depth knowledge of technical and/or administrative processes. Some Program Assistants III function as group leaders for other employees.

Like Program Assistants II, Program Assistants III analyze information, draw conclusions, and make recommendations regarding situations and issues. At the 'III' level, Program Assistants have extensive responsibility for maintaining relationships with others inside and outside of their department regarding matters of significance.

We recommend reclassifying this position at the level of a Program Assistant III in Pay Range 550; but to reflect the occupational area in which this position works we recommend the title of Human Resources Assistant. Placing the position in Pay Range 550 reflects the higher-level duties and responsibilities of the position under study and would be in the same pay range as Administrative Assistant IV which is the highest secretarial level in city government. Pay Range 550 also provides an increase that is comparable to what is recommended for the Personnel Payroll Assistant positions and maintains the differential between this position and the positions that it leads.

Conclusion:

We recommend one position of Program Assistant II in Pay Range 530, in the Payroll Section of DPW – Administrative Services be reclassified to Human Resources Assistant in Pay Range 550.

Prepared by: *Sarah Trotter*
Sarah Trotter, Human Resources Representative

Reviewed by: *Maria Monteagudo*
Maria Monteagudo, Employee Relations Director