



**Department of Employee Relations**

**Tom Barrett**  
Mayor

**Maria Monteagudo**  
Director

**Michael Brady**  
Employee Benefits Director

**Deborah Ford**  
Labor Negotiator

October 25, 2013

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

Dear Committee Members:                      Re: Common Council File Number **130873**

The following classification and pay recommendations were approved by the City Service Commission on October 22, 2013.

In the Department of Neighborhood Services,

One position of Office Assistant II, PR 6EN was recommended for reclassification to Office Assistant III, PR 6FN.

One position of Office Assistant IV, PR 6HN was recommended for reclassification to Program Assistant II, PR 5FN.

In the Department of Public Works – Water Works,

One position of Accounting Assistant II, PR 6HN was recommended for reclassification to Accounting Assistant III, PR 5EN.

One position of Program Assistant I, PR 5EN was recommended for reclassification to Accounting Assistant III, PR 5EN.

The job evaluation report covering the above positions, including the necessary Salary and Positions Ordinance amendments, is attached.

Sincerely,

**Maria Monteagudo**  
Employee Relations Director

MM:fcw

Attachments: 2 Job Evaluation Reports  
1 Fiscal Note

C: Mark Nicolini, James Carroll, Deborah Ford, Nicole Fleck, James Owczarski, Art Dahlberg, Thomas Mishefske, Lynne Steffen, Jenifer Klouda, Carrie Lewis, Laura Daniels, Earl Smith, Boyd McCamish, Kenneth Wischer, Daniel Panowitz, Calvin Lee, and Penni Secore (DC48)



JOB EVALUATION REPORT

City Service Commission Meeting: October 22, 2013

**Department of Neighborhood Services**

Current	Request	Recommendation
Office Assistant II PR 6EN (\$30,227 - \$35,567)	Office Assistant III PR 6FN (\$34,373 - \$38,026)	Office Assistant III PR 6FN (34,373 - \$38,026)
Office Assistant IV PR 6HN (\$37,456 - \$41,449)	DNS Court Administrative Assistant PR 6ON (\$48,855 - \$55,783)	Program Assistant II PR 5FN (\$42,118 - \$47,771)

**Action Required – Pay Period 21, 2013 (September 29, 2013)**

In the Positions Ordinance, under Department of Neighborhood Services, Court Division, delete one position of “Office Assistant IV”, one position of “Office Assistant” and add one position of “Program Assistant II” and one position of “Office Assistant III”.

**Background**

The Department of Employee Relations received a request from Art Dahlberg, Commissioner-Neighborhood Services that two positions in the Court Enforcement Section be studied for proper title and pay level. In studying this request, staff reviewed revised job descriptions, Job Analysis Questionnaires completed by the employees performing the work and reviewed by the Manager of the section; documents created for submission to Court; and job descriptions, reports, and examination announcements for related job classes. In addition, the Office Assistant IV and Office Assistant II performing the work were interviewed at their worksite to obtain first-hand information of duties and responsibilities performed. Lastly, discussions were held with Jennifer Klouda, Manager of the Court Enforcement Section.

In his correspondence, Commissioner Dahlberg cited two changes that affected these jobs:

- A significantly higher volume of cases being submitted to the Municipal Court—about 50 new cases per week
- New departmental initiatives such as the Vacant building Program, Fire Prevention Permit Program, and Foreclosure Program.

Commissioner Dahlberg further stated that, as a result of the greater volume of cases being processed through the Municipal Court, the Manager of the Court Section now spends much more time in Court, away from the office. As a result, some duties formerly performed by the Manager have been reassigned to the Office Assistant IV. Likewise, the Office Assistant II is now expected to perform the job at the same level of independence and responsibility as the current Office Assistant III in the work section.

**Current:** Office Assistant II PR 6EN  
**Recommendation:** Office Assistant III PR 6FN

This position prepares documents for Court cases, proofs and creates Court files, maintains Court files, and provides information to a variety of individuals including members of the public,

the inspection staff, elected officials, departmental managers and supervisors, attorneys, judges, and colleagues. Specific responsibilities include the following:

- Preparing and proofing Court summonses; distributing such in a timely manner
- Maintaining Court files throughout the entire Court process
- Scheduling cases for Court hearings, referred to as maintaining the calendar
- Assembling, reviewing, and proofing approved citations
- Updating the department's database while cases proceed through the Court process
- Performing as a Notary Public
- Acting as sworn party on mailing and proof of service affidavits for summonses and citation services by way of the United States Postal Service
- Answering inquiries from residents and forwarding them to the appropriate person or agency
- Receiving and logging resident complaints into the department's database
- Substituting for the Office Assistant IV in her absence
- Finding information in Accurant and other databases and sources

The job analysis indicates that the following changes have taken place in the duties and responsibilities of this position during the recent past:

- Acting as a Notary Public
- Acting as a sworn party on mailing and proof-of-service affidavits for summonses and citation services
- Substituting for the Office Assistant IV on an as-needed basis
- Working with a Program Assistant II in the Special Enforcement Section in processing monthly reinspection files; learning this job with the intention of serving as a substitute when necessary

The nature of work associated with this job is very similar to that performed by Court Services Assistants in the Municipal Court. Court Services Assistant perform a variety of administrative duties to support the Court's operations and provide service to customers.

- Prepare cases for appearance in Court
- Process incoming case-related correspondence
- Provide information to a variety of individuals regarding the status of cases and the Court's policies and procedures
- Enter data related to cases into the Court's tracking system
- Schedule certain hearings
- Store, archive, and retrieve hard-copy records

The Pay Ranges for the Court Services Assistant I, II, III, and IV are the same as for Office Assistant I, II, III, and IV. For this reason it is recommended that the position of Office Assistant II under study be reclassified to Office Assistant III.

<b>Current:</b>	<b>Office Assistant IV</b>	<b>PR 6FN</b>
<b>Recommendation:</b>	<b>Program Assistant II</b>	<b>PR 5FN</b>

The basic function of this position is to serve as the section leader of a three-person case preparation area in the Department's Court Enforcement Section. Major areas of responsibility

associated with this job, as found in the Job Analysis Questionnaire completed by the employee performing the work, are as follows:

- Case preparation
- Case follow-up
- Summonses tracking
- Research and review
- Staff supervision
- Custody of case records

The staff of the Court Enforcement Section creates approximately 50 new cases each week from all areas of code enforcement—residential, commercial, trade, environmental, zoning, and animal and vector control. In preparing case files for hearings in Municipal Court, the employee performing the Office Assistant IV job reviews the information contained in each file for thoroughness, accuracy, and adherence to departmental procedures and timelines. If documentation is lacking or information is incorrect, the file may be returned to the Inspector. The position also ensures that new cases are recorded accurately into an Access database; distributes summonses and citations for service to the inspectional staff, County Sheriffs, and private servers; coordinates the work of outside process servers; schedules cases for Court; notifies the inspectional staff of mandatory Court appearances; serves citations through the mail; answers questions from servers; processes payments for servers; and performs other related duties.

As may be imagined, a tremendous amount of follow-up work is required after cases return from Court. Follow-up duties include:

- Processing and tracking all returned documents
- Updating cases for motions to re-open, further proceedings, and pre-trials
- Updating the department's database to reflect the status of cases prior to the Court process
- Running the Court schedule for the current and upcoming week
- Locating, organizing, and batching weekly Court cases to assist the Court Manager and District Attorney
- Updating the departmental database to reflect the current status of cases
- Sending referrals to departments
- Processing returned summonses and citations
- Processing returned subpoenas; and other related duties.

Summonses and citations are received and issued for different purposes and through different channels. The following parties are involved in this effort—the department's inspectional staff, Sheriffs of Milwaukee County, Sheriffs in other Wisconsin counties, and a private company that employs servers. In addition, all documents that referred to an Assistant City Attorney and a District Attorney are tracked. Each summons and citation must be carefully tracked because, when properly executed, they become an important part of the legal record indicating that a defendant was properly notified of a Court proceeding. The responsibility for maintaining all records related to Court cases is the responsibility of the Office Assistant IV. The employee filling the position is consequently responsible for the maintenance, security, retention, and disposition of these records.

When requested by management or staff members, the Office Assistant IV conducts searches for accurate information in several databases. They include Laredo; municipal and state court sites: CCAPP; the Wisconsin Department of Motor Vehicles; Accurant; the Municipal Court's tracking system; the department's system. In addition, the employee reviews summonses and citations submitted to the Enforcement Section for accuracy as well as service affidavits from all servers for accuracy; researches the correct corporation or persons to be served summonses and citations; and ascertains correct dates of birth. The position also researches litigated records in response to open records requests and performs work associated with office management such as maintaining an inventory of supplies, ordering supplies, and receiving equipment.

As previously mentioned, this position has taken on new duties and responsibilities, some of which were previously performed by the Manager of the unit. The duties associated with case preparation, which have been newly acquired, have had the most impact upon the job's level of responsibility. When errors in documentation occur, such as a misspelled name, incorrect reference to a municipal ordinance, or incorrect legal address, it is not unusual for such a case to be dismissed. Although to our knowledge cases can be reopened, the cost of doing so is considerable in terms of staff time and the resulting delay can have an adverse impact upon a neighborhood.

Duties related to researching information, which are related to case preparation, are also new. The employee performing the job verifies that reinspection fees, which can amount to a considerable sum, have been properly assessed. When an error is discovered, the employee has the authority to adjust the fees in the City's tax administrative file. Due to the fact that the Office Assistant IV's name and telephone number are listed as the primary contact for the Court Enforcement Section for the Department of Neighborhood Services, the incumbent answers many questions from the public, explains departmental and court processes and policies, and occasionally performs title searches for realtors and financial institutions. Researching also includes determining whether a corporation or person is the owner of a property and linking an owner with a correct date of birth so that a summons or citation may be properly served.

Although it may seem that this type of information would be straight forward and relatively easy to locate, this is not the case in code enforcement work. Owners with a long history of unabated building code violations may have variations in their names, use aliases, and create multiple corporations for properties.

The changes in duties and responsibilities that have taken place in this position have increased the level of knowledge/skill and responsibility associated with the job. As the position under study is performing a range of administrative duties, recommend a title in the Program Assistant series. To determine which level we looked at specifications as shown below.

Program Assistant I - Pay Range 5EN

Performs duties and responsibilities to support the work of professionals and/or managers in a specific area of operations or program within a City department. Requires a good working knowledge of policies and procedures associated with a particular program or area of operations and significant on-the-job work experience in the area. Carries out duties and responsibilities very independently and consults with managers and professionals regarding unusual situations requiring the interpretation of policies.

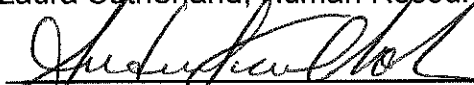
Program Assistant II - Pay Range 5FN


Positions in this classification require the equivalent knowledge and skill normally obtained with a bachelor's degree. Some positions function as group leaders for other employees. A hallmark of the Program Assistant II is the analysis of information, in contrast to gathering or compiling information. In analyzing information, the employee is required to draw conclusions and make recommendations from the information presented. Program Assistants II are expected to independently initiate new work projects and improve processes on a continuous basis.

Both classifications are higher level administrative support paraprofessional classifications and perform a variety of duties depending on their area of focus. The position under study more closely matches the specification for the Program Assistant II as it serves as a section leader for a group that handles case preparation and follow-up, summonses tracking, research and review, and custody of case records.

It is therefore recommended that one position of Office Assistant IV in the Court Enforcement Section of the Department of Neighborhood Services be reclassified to Program Assistant II in Pay Range 5FN

Prepared by:   
Laura Sutherland, Human Resources Representative

Reviewed by:   
Andrea Knickerbocker, Human Resources Manager

Reviewed by:   
Maria Monteagudo, Employee Relations Director

**JOB EVALUATION REPORT**

City Service Commission Meeting Date: October 22, 2013

**DEPARTMENT OF PUBLIC WORKS – WATER WORKS**

Current	Request	Recommendation
Accounting Assistant II PR 6HN (\$37,456 - \$41,449)	Accounting Assistant III PR 5EN (\$40,100 - \$46,261)	Accounting Assistant III PR 5EN (\$40,100 - \$46,261)
Program Assistant I PR 5EN (\$40,100 - \$46,261)	Accounting Assistant III PR 5EN (\$40,100 - \$46,261)	Accounting Assistant III PR 5EN (\$40,100 - \$46,261)

**Action Required - Effective Pay Period 1, 2013 (December 23, 2012)**

**Background**

The Department of Public Works-Water Works has requested one position of Accounting Assistant II in Pay Range 6HN be reclassified to Accounting Assistant III in Pay Range 5EN. A second position of Program Assistant I in Pay Range 5EN is being recommended for a title change to Accounting Assistant III in Pay Range 5EN. A new standard job description was provided and discussions were held with Laura Daniels, Administration and Projects Manager; and Earl Smith, Water Business Manager.

**Duties and Responsibilities**

The basic function of this position is to review billing data; and make adjustments and corrections, for the Commercial Services Section of the Milwaukee Water Works (MWW). Duties and responsibilities include the following:

- 75% Municipal Services Billing – perform detailed pre-billing reviews of up to 15,000 weekly accounts with non-normal, negative, or no-usage indicators; issue exception letters to customers; follow-up with customers contacting MWW to resolve meter reading variances; arrange appointments with customer and Water Meter Reading Specialist, if needed, to investigate the meter function and/or possible water leaks to determine the cause of the meter reading variance; follow-up on the results of the investigation, make diary notes in the account, make necessary adjustments to the account, and post corresponding billing changes in accordance with the MWW policies and Public Service Commission (PSC) regulations; communicate with customers regarding investigation results and possible actions.
- 15% Customer Service Information System (CSI) – complete necessary paperwork for combination or division of accounts in the CSI; and update water service lateral changes and numbers in the CSI.

10% Large Commercial and/or Industrial Accounts – consult with Customer Service Representative III regarding bills and readings for large commercial and/or industrial accounts; and assist with billing questions for complicated accounts.

Requirements include four years of office experience including one year at the Accounting Assistant II level. College credits in Business and Accounting are highly desirable. Other requirements include strong organizational, computer and customer service skills; and an ability to work under strict deadlines and varying priorities.

### **Analysis and Recommendation**

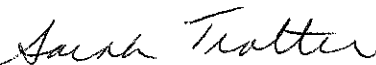
There is currently one position of Accounting Assistant III in Pay Range 5EN, one position of Program Assistant I in Pay Range 5EN and the position under study, Accounting Assistant II in Pay Range 6HN, which are performing the same duties in the Commercial Services Section of the Business Division. As part of the 2013 budget the Department has reorganized the work and cross trained the employees so that all three positions are performing the same work.

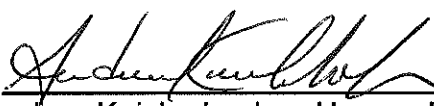
With this reorganization of duties the position of Accounting Assistant II has taken on more responsibility and is cross trained to perform a higher level of work related to MWW billing and to make adjustments and corrections.


We recommend this position of "Accounting Assistant II" in Pay Range 6HN be reclassified to "Accounting Assistant III" in Pay Range 5EN. We also recommend a title change for one of the positions that is being filled by an employee in the Program Assistant I classification. As these three positions are cross trained and performing the same work we recommend that all three positions be classified as Accounting Assistant III in Pay Range 5EN. It should be noted that there is a separate position of Program Assistant I that works with accounts affected by bankruptcy and no change is recommended for that position.

### **Recommendation**

Based on the analysis above we recommend one position of Accounting Assistant II in Pay Range 6HN in the Commercial Services Section be reclassified to Accounting Assistant III in Pay Range 5EN. We further recommend that one position of Program Assistant I in Pay Range 5EN that is performing the same duties be reclassified to Accounting Assistant III in Pay Range 5EN.

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Maria Montegudo, Employee Relations Director