



Department of Employee Relations

June 27, 2007

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Troy M. Hamblin
Labor Negotiator

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

Dear Committee Members: Re: Common Council File Number 070391

The following classification and pay recommendations were approved by the City Service Commission on June 26, 2007:

In the Health Department, one new position of Office Assistant II (0.5 FTE), Pay Range 410.

In the Department of Administration - CDGA, one new position of Grant Monitor, Salary Grade 006.

In the Department of Administration – ITMD, one position of Operations Analyst, PR 595 was recommended for reclassification to Automated Systems Specialist, PR 598.

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

Sincerely,

Maria Monteagudo
Employee Relations Director

MM:fcw

Attachments: 3 Job Evaluation Reports
 Fiscal Note

C: Mark Nicolini, Renee Joos, Marianne Walsh, Troy Hamblin, Betty Schraith, Joe Alvarado, Bevan Baker, Michelle Stein, Victoria Robertson, Sharon Robinson, Steven Mahan, Darlene Hayes, Randolph Gschwind, Randolph Guyer, Roger Wilson, Richard Abelson, John English, Paula Dorsey, Bill Mollenhauer and James Fields.

JOB EVALUATION REPORT

City Service Commission Meeting Date: June 26, 2007

Department: Health

This report recommends an appropriate classification and compensation level for a new grant funded position assigned to the Fetal Infant Mortality Review (FIMR) Project in the Epidemiology Unit of the Milwaukee Health Department (MHD). This new position is funded by the Healthy Beginnings Grant administered by the Black Health Coalition. Job descriptions were reviewed and discussions were held with Michelle Stein, Health Personnel Officer.

Current	Request	Recommendation
New Position	Office Assistant II (0.5 FTE) PR 410 (\$28,057 - \$33,014)	Office Assistant II (0.5 FTE) PR 410 (\$28,057 - \$33,014)

Action Required

No action required in the Salary or Positions Ordinances.

The basic function of this new position is to work as part of a team of support personnel providing office support to the Fetal Infant Mortality Review (FIMR) Administrator and Health Project Assistant and service to clients including in-person and telephone customer service for processing and issuance of birth and death records in compliance with Chapter 69 of the Wisconsin State Statutes. The duties, responsibilities, and requirements include the following:

- 40% **General Support Service**
Receive requests from multiple Vital Statistics and FIMR sources; handle mail inquiries; maintain schedules for Administrator and Health Project Assistant; sort certificates and prepare weekly mailings; and enter data into multiple databases.
- 40% **In-Person Customer Service**
Greet customers; explain procedures for obtaining birth and/or death certificates; assure eligibility for obtaining copies and verify customer identification; locate records in vault or statewide computer system and obtain copies; and record transactions, collect fees, and make changes as required.
- 20% **Telephone Customer Service**
Answer telephone calls; respond to inquiries; provide information and redirect calls as appropriate.

The requirements for this position include two years of office support experience with at least six months of experience as an Office Assistant I; knowledge of Access database, Excel spreadsheet, and Word word-processing software; and ability to present information to customers, clients, and employees, and communicate with customers whose primary language is not English. Being bilingual in Spanish, Hmong, or Russian is desirable. Equivalent combinations of education and experience may also be considered.

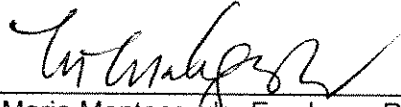
A comparison of the duties and responsibilities of this new position with the specifications for Office Assistant II and with the duties and responsibilities of another Office Assistant II position in the Department indicates that this classification level would be appropriate. The other position is located

in Vital Statistics and also has responsibility for General Support Service, In-person Customer Service, Telephone Customer Service and Registration of Births. The specifications for Office Assistant II include the following:

Performs varied office support duties in accordance with standard procedures; applies knowledge of departmental policies and procedures, and uses a general understanding of other departments' functions; screens telephone calls, answers questions and provides information; may work with others on a team to complete special projects; accesses and inputs information via mainframe applications; and uses office equipment and microcomputer software to prepare standard and complex documents from various sources of written or dictated input.

Based on the above analysis it is recommended that this new position be classified as Office Assistant II in Pay Range 410.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: June 26, 2007

Department: Department of Administration – CDGA

This report recommends an appropriate classification and compensation level for a new grant funded position assigned to the Community Development Grants Administration (CDGA) Division of the Department of Administration. The position will be funded through the HOME grant. A job description was submitted for review and discussions were held with Darlene Hayes, Associate Director.

Current	Request	Recommendation
New Position	Grant Monitor SG 006 (\$48,257 - \$67,566)	Grant Monitor SG 006 (\$48,257 - \$67,566)

The basic function of this new position is to be responsible for the monitoring and evaluation of assigned Community Development projects; assist project operators on an ongoing basis in the implementation of approved activity; ensure that grant funded activity conforms to all program requirements; evaluate the effectiveness of project activity and the performance of project operators. The duties, responsibilities, and requirements include the following:

25% Technical Assistance

Provide technical assistance to all assigned projects to help accomplish project objectives and utilize resources in substantial conformance with prescribed laws, regulations and policies; attend project and board meetings for all assigned projects; and coordinate agencies and individuals to share resources and information and/or identify and resolve common problems.

25% Monitoring

Conduct in-depth field visits and inspections to assigned projects utilizing prescribed guidelines and instruments; collect qualitative and quantitative information utilizing various techniques such as direct communication with directors, staff, and beneficiaries, observation, sampling, and communicating with professionals in other programs.

25% Evaluations

Prepare annual evaluations and performance reports using various data collected throughout the year; and assess how well project activities were performed, whether objectives were met, and what impact the projects had.

10% Preparation of Report Findings

Prepare narrative letters to all assigned projects, using the results of data collection and analysis, addressing the issues, questions, and areas monitored that form the basis of a site visit.

10% Data Collection and Processing

Collect and process various progress reports, documents and data on all assigned projects to determine progress, effect on beneficiaries, and whether project or approach is feasible, solve problems, and assess the effectiveness of activities in meeting objectives; collect, review, and process various progress reports for Federal, State, and City requirements.

5% Other

Maintain updated project files for all assigned projects with various prescribed data and documents; attend meetings, conferences, and seminars regarding projects; present information, answer questions, and/or obtain data to assist projects in program activity; participate with other staff in devising internal organizational procedures and instruments, and make recommendations for improvement.

The requirements for this position include a bachelor's degree in Communication, Public Administration or related field and/or three years of experience in community service and/or neighborhood revitalization efforts; analytical and evaluative skills; strong writing, speaking and interpersonal skills; and the ability to work with a variety of projects such as economic development, housing rehabilitation, and public service. Equivalent combinations of education and experience may also be considered.

The duties and responsibilities of this new position will be the same as for other existing Grant Monitor positions and will have an emphasis on housing related activities. The requested title and level is therefore appropriate. Based on the above analysis we recommend that this new position be classified as Grant Monitor in Salary Grade 006.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: June 26, 2007

Department: Administration – Information and Technology Management Division (ITMD)

Current	Request	Recommendation
Operations Analyst Pay Range 595 (\$44,895 - \$54,519) Vacant	Automated Systems Specialist Pay Range 598 (\$52,170 - \$63,366)	Automated Systems Specialist Pay Range 598 (\$52,170 - \$63,366)
<p>Rationale:</p> <p>The duties and responsibilities for this position have changed with the addition of higher level duties and responsibilities such as performing emergency recovery procedures, reviewing product and source libraries, installing software, reviewing documentation, and troubleshooting software on various platforms.</p>		

Action Required

In the Salary Ordinance, under Pay Range 598, add the title “Automated Systems Specialist”.

In the Positions Ordinance, under Department of Administration – Information and Technology Management Division, Infrastructure and Technology Development, delete one position of “Operations Analyst” and add one position of “Automated Systems Specialist”.

Background

In a letter dated April 12, 2007, Randolph Gschwind, Chief Information Officer, requested a study for reclassification of several positions in the Information and Technology Management Division of the Department of Administration. This particular report focuses on the vacant position of Operations Analyst. A new job description was submitted and discussions were held with the supervisor of the position, Roger Wilson, Systems Analyst – Project Leader.

Duties and Responsibilities

The basic function of this position is to perform a lead role in Technical Support and Operations functions. This includes managing network functions on all z9 operating systems and working with network analysts within the City and in outside agencies; interfacing between departments, developers, network support, and operators; problem solving in online environments for program, transaction, and region failures on the z/VM and all guest systems under z/VM; and troubleshooting, abend resolution, and hardware, operating system and vendor software support. The specific duties and responsibilities are as follows:

- 30% Perform in a lead role in Technical Support and Operations Support to monitor processing tasks, both online and batch, on Enterprise and z9 Mainframe Platform; troubleshoot, problem track, and resolve errors when necessary.
- 25% Be responsible for system maintenance procedures for all or portions of the z9 operating systems and vendor product including product documentation.

- 25% Maintain network topology on z9 mainframe platforms, and ensure topologies are current and documented for TCP/IP, VTAM, and CICS for z/VM and z/VSE.
- 10% Receive, setup, and schedule computer operation processes for a variety of applications.
- 5% Helpdesk - work closely with customers, follow up on any issues and concerns, and keep customers informed. Fully inform managers or Lead Analysts about time, activities, and status; and provide reports and presentations.
- 5% Perform other duties as assigned.

Requirements for this position include three years of experience in operating computers or college level course work in computer related fields; knowledge and experience with programming languages including Assembler, Cobol, and Natural, and the z/VM and z/VSE operating systems including product and environments that run under these systems; an ability to consolidate various detail activities into coherent plans of activity, work under stress, balance many projects concurrently, manage IT problems proactively rather than reactively, learn and use various computer equipment and software, obsolete system, change system initialization parameters, install new system software and apply changes to systems added by service changes on the z/VM mainframe operating system and all host and guest operating systems; and computer skills and written and verbal communication skills.

Analysis

The position under study provides mid-level support to the City's e-server (mainframe) which includes job scheduling, process activation, job monitoring, and minor troubleshooting. Higher level support is provided by a Systems Analyst – Project Leader position in Salary Grade 011. To better distribute work load and provide a broader network of employees who are familiar with these tasks some of these higher level support functions are being transferred to other positions including the position under study and its supervisor, another Systems Analyst – Project Leader. This will provide better coverage in the Department and better service throughout the City.

The specific duties and responsibilities being transferred to the position under study include performing emergency recovery procedures, reviewing product and source libraries, installing software, reviewing documentation, and troubleshooting software on various platforms. In studying this position comparisons were made with other related positions. These higher level duties and responsibilities make the position under study more comparable to positions such as Programmer Analyst and Geographer Information Specialist (GIS) Analyst in Pay Range 598 which are also directly responsible for individual products.

Geographic Information Specialist (Pay Range 598)

The basic function is to analyze and maintain land use data in the MPROP (Master Property File) and in the MAI (Master Address Index) and assist in the maintenance of land use mapping. Position also serves as the lead worker in producing and plotting large format graphic files and providing technical support for graphic output devices.

Programmer Analyst (Pay Range 598)

The basic function is to be responsible for the creation of program modules, which include design, coding, maintenance, integration, and documentation; providing programming and systems analysis solutions; maintaining customer relationships; and ensuring that quality assurance, systems and programming, and all other job-related standards are followed.

The requested title of Automated Systems Specialist appears appropriate for the work and is a title that has been previously used in the City Service at this level.

Recommendation

Based on the above analysis we recommend the position of Operations Analyst in Pay Range 595 be reclassified to Automated Systems Specialist in Pay Range 598.

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

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