



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Troy M. Hamblin
Labor Negotiator

July 19, 2010

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

Dear Committee Members:

Re: Common Council File Number 100255

The following classification and pay recommendations will be submitted to the City Service Commission on **July 20, 2010**. We recommend these changes subject to approval by the City Service Commission.

In the Department of Neighborhood Services:

Six new positions are recommended for classification as Code Enforcement Intern, PR 529.

Two new positions are recommended for classification as Neighborhood Improvement Project Inspector, PR 549

One new position is recommended for classification as Program Assistant II, PR 530.

In the City Treasurer's Office, one new position is recommended for classification as Tax Enforcement Specialist, PR 540.

In the Department of Public Works – Water Works:

One new position is recommended for classification as Water Meter Project Manager, SG 07.

One new auxiliary position is recommended for classification as Water Meter Project Manager (Auxiliary), SG 7.

Two new positions are recommended for classification as Water Meter Field Supervisor, SG 05.

One position of Meter Reader Supervisor, SG 05, is recommended for reclassification to Water Meter Field Supervisor, SG 05.

One position of Meter Repair Supervisor, SG 05, is recommended for reclassification to Water Meter Field Supervisor, SG 05.

Two new auxiliary positions are recommended for classification as Water Meter Field Supervisor (Auxiliary), SG 05.

One position of Meter Reader Supervisor (Auxiliary) (.33 FTE), SG 05 is recommended for reclassification to Water Meter Field Supervisor (Auxiliary) (.33 FTE), SG 05.

Six positions of Water Meter Technician I, PR 240, are recommended for reclassification to Water Meter Technician, PR 251.

Nine positions of Water Meter Technician II, PR 249, are recommended for reclassification to Water Meter Technician, PR 251.

Thirty-five new positions are recommended for classification as Water Meter Technician, PR 251.

In the Assessor's Office, three positions of Supervising Assessor Assistant, SG 09, are recommended for reclassification to Assessment Division Manager, SG 09.

In the Department of Employee Relations:

One position of Administrative Specialist, SG 02, is recommended for reclassification to Test Administration Coordinator, SG 03.

One position of Program Assistant II, PR 530, is recommended for reclassification to Certification Services Specialist, PR 540.

In the Milwaukee Public Library, one new position is recommended for classification to Library Education Outreach Specialist, PR 557.

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: 6 Job Evaluation Reports
1 Fiscal Note

C: Mark Nicolini, Renee Joos, James Carroll, Troy Hamblin, Nicole Fleck, Joe Alvarado, Art Dahlberg, Thomas Mishefske, Lynne Steffen, Wayne Whittow, James Hanna, Jim Klajbor, Carrie Lewis, Laura Daniels, Mary Reavey, Peter Weissenfluh, Amy Stenglein, Ralph Kuba, Scott Winter, Sally Mc Attee, Chuck Schumacher, Kathleen Verfurth, Karen Kamlah, Paula Kiely, Toni Vanderboom, Richard Abelson, John English, Kenneth Wischer, Bill Mollenhauer, Dan Panowitz, and Calvin Lee.

JOB EVALUATION REPORT

City Service Commission Meeting Date: June 20, 2010
 Department: Neighborhood Services

Current	Requested	Recommended
6 New Positions	Code Enforcement Intern - 6 positions PR 529 \$26,216 - \$27,997	Code Enforcement Intern - 6 positions PR 529 \$26,216 - \$27,997
2 New Positions	Neighborhood Improvement Project Inspector - 2 positions PR 549 \$51,455 - \$60,432	Neighborhood Improvement Project Inspector - 2 positions PR 549 \$51,455 - \$60,432
1 New Position	Program Assistant II PR 530 \$41,495 - \$46,975	Program Assistant II PR 530 \$41,495 - \$46,975

Action Required

In the Positions Ordinance, under Department of Neighborhood Services, Targeted Enforcement (A), add 6 positions of 'Code Enforcement Intern (A) (X)' and under Neighborhood Improvement Program (NIP) add 2 positions of 'Neighborhood Improvement Project Inspector (A) (X)'.

Background

On June 14, 2010, the Department of Neighborhood Services requested the review of nine new grant-funded positions for appropriate title and pay level. Common Council File #100027, adopted May 25, 2010 provides for funding to be directed to the Department Neighborhood Services for these new grant-funded positions. The titles and pay levels requested for all of these new positions conform to the duties and responsibilities of established job classifications.

In studying this request, the job descriptions submitted by the Department of Neighborhood Services were reviewed and discussions were held with Tom Mishefske, Neighborhood Services Operations Manager.

Request: Code Enforcement Intern – 6 positions PR 529
Recommendation: Code Enforcement Intern – 6 positions PR 529

Code Enforcement Interns are hired by the Department of Neighborhood Services to participate in a formal two-year training program that combines classroom education at Milwaukee Area Technical College and on-the-job work experience. At the completion of their internship, employees are eligible to be hired as entry-level Code Enforcement Inspectors.

These six new grant-funded positions will perform the same duties and responsibilities now performed by other Code Enforcement Interns—performing exterior inspections and conducting public information programs within a designated geographic area. It is therefore recommended that these positions be classified as Code Enforcement Intern, Pay Range 529.

Request: Neighborhood Improvement Project Inspector – 2 positions PR 529
Recommendation: Neighborhood Improvement Project Inspector – 2 positions PR 529

Employees in this established job classification work in the Neighborhood Improvement Project. The purpose of these positions is to perform all of the work required to rehabilitate private residences in specified areas of the City. This includes surveying properties, inventorying work to be completed, explaining the program to property owners, estimating rehabilitation costs, approving construction permits, and approving payments to contractors. These new positions will perform the same work as other Neighborhood Improvement Project Inspectors in Pay Range 549. For that reason, we recommend that they be classified as such.

Request: Program Assistant II PR 530
Recommendation: Program Assistant II PR 530

This grant-funded position will perform work required to administer contracts associated with the demolition of buildings. Areas of responsibility will include the following

- Document preparation and maintenance
- Prevailing wage compliance and Emerging Business Enterprise (EBE) participation compliance
- Invoice review and payment

Document preparation and maintenance, which is expected to require the greatest portion of the position's time, includes the following duties:

- Invoicing property owners for charges related to demolition
- Preparing and maintaining contracts and documents,
- This area includes, drafting contract specifications for contracts; writing bid specifications for the demolition of buildings owned by private owners and the City according to a standard format; providing information to contractors at pre-bid meetings and conducting bid openings
- Assisting in planning what buildings can move to the bidding stage
- Responding to contractors' requests for change orders. Entering approved change orders in FMIS and submitting to the Comptroller's Office for countersignature
- Maintaining contract documents and responding to open record requests

Knowledge, Skills, Abilities, and Attributes Required

Notable knowledge, skills, abilities, and attributes required for successful job performance include the following:

- High proficiency in independently organizing and prioritizing one's work
- Knowledge of the City's condemnation process
- Ability to prepare specifications for bids for demolition work according to set standards
- A high attention to detail
- Knowledge of the principles of bid specifications and contracting
- Ability to work on multiple projects at the same time
- Ability to meet deadlines

- Knowledge of hazardous materials in the demolition process
- A high degree of proficiency using standard office software and hardware
- Ability to create and maintain good working relationships with contractors, coworkers, Inspectors in the Department, outside agencies, the public, and others
- Ability to assert one's authority appropriately
- Ability to explain processes and procedures to the public
- Ability to create and maintain physical files
- Ability to maintain electronic databases
- Ability to use electronic bill payment systems
- Ability to understand and interpret asbestos inspection reports
- Extreme conscientiousness in coordinating the disconnection of utilities

The job analysis indicates that the minimum requirements for the job are 1 to 2 years of college and 4 years of experience independently performing high-level office support and administrative work. Equivalent combinations of education and experience are acceptable.

At the present time there is another Program Assistant II that in the Department of Neighborhood Services that perform the same duties and responsibilities as this new Program Assistant II. For that reason, we recommend that this position be classified as requested, as a Program Assistant II in Pay Range 530.

Prepared by: *Laura L. Sutherland*
Laura Sutherland, Human Resources Representative

Reviewed by: *Andrea Knickerbocker*
Andrea Knickerbocker, Human Resources Manager

Reviewed by: *M. Montegudo* *HK*
Maria Montegudo, Employee Relations Director

Job Evaluation Report

City Service Commission Date: July 20, 2010
Department: City Treasurer

Current	Request	Recommendation
New Position	Tax Enforcement Specialist PR 540 \$43,909 - \$50,154	Tax Enforcement Specialist PR 540 \$43,909 - \$50,154

Action Required

None required

Background

The Department of Employee Relations has received a request from City Treasurer Wayne F. Whittow for classification of a new position of Tax Enforcement Specialist that will work with an increased volume of inrem foreclosures. This title previously existed in the City Treasurer's Office in 2002 and 2003 when the office implemented the current tax enforcement process.

In studying this request, the staff reviewed a job description prepared by the department and held discussions with Jim Klajbor, Special Deputy City Treasurer. It is the department's intent to request that the Tax Enforcement Specialist be included in the 2011 budget. In the interim, as grant funding can be secured, the City Treasurer's Office will request use of the Department of Employee Relation's Auxiliary Resource Program. This report recommends classification of this title in anticipation of the Auxiliary Resource Program position request.

Changes to the Tax Enforcement Process

The City Treasurer's current tax enforcement process that leads up to inrem foreclosure for delinquent property taxes involves a three-phased approach.

- Phase 1: In-house collection: A series of four collection letters from the City Treasurer and two collection letters from the City Attorney's Office.
- Phase 2: Referral of delinquent tax accounts to a collection law firm for a period of six months: the firm works with the accounts, makes payment arrangements, pursues inpersonam judgments when appropriate, and pursues post judgment remedies.
- Phase 3: Inrem foreclosure: City Treasurer's Office pursues inrem foreclosure in Milwaukee County Circuit Court as a last resort.

In the recent past, the City Treasurer's Office has pursued one inrem foreclosure file in Milwaukee County Circuit Court each year. Because of the financial crises related to the current economy, the number of tax delinquent parcels in the City of Milwaukee has increased dramatically. For context, the City Treasurer's Office filed inrem foreclosure against 389 tax delinquent parcels in 2003. In 2010, there were 979.

In June of 2010, the Common Council's Special Joint Committee on the Redevelopment of Abandoned and Foreclosed Homes directed the City Treasurer's Office to pursue eight additional inrem foreclosure files each year, one each month, March through November. The recreation of the Tax Enforcement Specialist position is a part of the City Treasurer's proposal to provide the requisite staff to process the additional inrem foreclosure files.

Duties, Responsibility, and Requirements

The Tax Enforcement Specialist will work with the Special Assistant to the City Treasurer performing tasks related to tax enforcement, vacated judgments, and customer relations. Duties and responsibilities will include:

Coordinate and monitor collection agent services for the City Treasurer's Office related to property tax collection matters

- Identify delinquent property tax accounts eligible for transfer to the collection agent
- Review tax account data files prior to transmission to the collection agent
- Monitor the agent's collection activity and prepare reports
- Review collection agent's daily cost ledger and enter costs to the respective tax accounts on the tax collection system.
- Review all collection agent correspondence and reports relative to bankruptcy filings, judgments taken, and uncollectable accounts and maintain appropriate coding of tax account on tax collection system
- Receive and reconcile the collection agent's weekly remittance, as well as prepare a weekly invoice for fees due and costs advanced and maintain the cost of collection report

Coordinate the department's delinquent tax enforcement actions

- Maintain enforcement status and inrem number coding for delinquent tax accounts
- Identify delinquent property tax accounts eligible for inrem foreclosure
- Maintain inrem foreclose file database and prepare required documents
- Confers with taxpayers, their legal counsel, city departments, and elected officials related to tax enforcement actions being contemplated or in progress

Administer tasks related to vacated judgments taken by the city to enforce the collection of delinquent property taxes including preparation of documents and mailings

The position will require an Associates Degree in business administration, finance, or legal studies and six years of journey level clerical experience with at least two years at the Office Assistant III level or above. It should be noted that these qualifications have not been validated for the purposes of staffing.

Analysis

The position under review will perform important administrative duties within the technical arenas of property tax, real estate, and law. The duties require the ability to understand and follow relevant state statutes and city ordinances, knowledge of legal, property tax, and real estate terminology and processes, ability to properly prepare legal documents, and the ability to analyze and resolve difficult issues such as questions of ownership and possible land

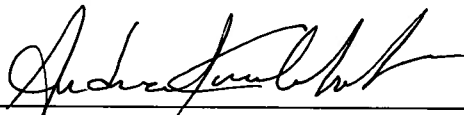
contamination. Communication and interpersonal skills are necessary to interact with a variety of professionals within and outside city government.

This position previously existed as a classification in Pay Range 540 and is comparable in level of responsibility and knowledge required to that of Municipal Court Clerk, also in Pay Range 540. Both positions share a number of legal and administrative similarities in terms of scheduling, notifying relevant parties, preparing documents, maintaining files, responding to inquiries, and researching cases as needed. In addition, both positions must perform their duties within established legal boundaries.

Given the level of duties and responsibilities of this position, as well as the qualifications required, Pay Range 540 continues to appear to be appropriate for this position.

Recommendation

It is therefore recommended that this new position be classified as Tax Enforcement Specialist in Pay Range 540.

Prepared By: 
Andrea Knickebocker, Human Resources Manager

Reviewed By: 
Maria Monteagudo, Director

Job Evaluation Report

City Service Commission Meeting: June 20, 2010
Department: DPW-Water Works

Current	Requested	Recommendation
1 New Position	Water AMR Manager SG 07 \$53,519 - \$74,922	Water Meter Project Manager SG 07 \$53,519 - \$74,922
1 New Auxiliary Position	Water AMR Manager-Auxiliary SG 07 \$53,519 - \$74,922	Water Meter Project Manager-Auxiliary SG 07 \$53,519 - \$74,922
2 New Positions Meter Reader Supervisor SG 05 \$47,109 - \$65,957 Meter Repair Supervisor SG 05 \$47,109 - \$65,957	Water Meter Field Supervisor 4 positions SG 05 \$47,109 - \$65,957	Water Meter Field Supervisor 4 positions SG 05 \$47,109 - \$65,957
2 New Auxiliary Positions Meter Reader Supervisor-Auxiliary (0.33 FTE) SG 05 \$47,109 - \$65,957	Water Meter Field Supervisor-Auxiliary 3 positions (1 position is 0.33 FTE) SG 05 \$47,109 - \$65,957	Water Meter Field Supervisor-Auxiliary 3 positions (1 position is 0.33 FTE) SG 05 \$47,109 - \$65,957
Water Meter Technician I 6 positions PR 240 \$38,258 - \$42,272 Water Meter Technician II 9 positions PR 249 \$39,724 - \$44,407 35 new positions	Water Meter Technician 50 positions PR 250 \$40,110 - \$44,880	Water Meter Technician 50 positions NEW PR 251 \$38,258 - \$44,407

Action Required

In the Positions Ordinance, under Department of Public Works, Water Works, Business Organization, Meter Services, delete one position of 'AMR Meter Services Manager (A) (X)', two positions of 'Meter Field Supervisor (A) (X)', one position of 'Meter Reader Supervisor (X)', one position of 'Meter Repair Supervisor (X)' and add one position of 'Water Meter Project Manager (A) (X)' and four positions of 'Water Meter Field Supervisor (A) (X)'.

In the Positions Ordinance, under Department of Public Works, Water Works, Business Organization, Auxiliary Positions, delete one position of 'AMR Meter Services Manager (A) (X)', two positions of 'Meter Field Supervisor (A) (X)', and one position of 'Meter Reader Supervisor (0.33 FTE)' and add one position of 'Water Meter Project Manager (A) (X)' and two positions of 'Water Meter Field Supervisor (A) (X)' and one position of 'Water Meter Field Supervisor (0.33 FTE)'.

In the Salary Ordinance, under Salary Grade 07, add the title 'Water Meter Project Manager'. Under Salary Grade 05, delete the title of 'Meter Reader Supervisor' and 'Meter Repair Supervisor 2/' and add the title of 'Water Meter Field Supervisor'.

Effective Date: Pay Period 20, September 9, 2010

In the Positions Ordinance, under Department of Public Works, Water Works, Business Organization, Meter Services, delete 44 positions of Water Meter Technician II (A) and 6 positions of Water Meter Technician I and add 50 positions of Water Meter Technician (A).

Effective Date: Pay Period 20, September 9, 2010

In the Salary Ordinance, under Pay Range 240, delete the title of 'Water Meter Technician I'. Under Pay Range 249, delete the title of 'Water Meter Technician II'. Create a new Pay Range 251 with the steps listed below and add the title of 'Water Meter Technician'.

\$1,471.46, \$1,503.13, \$1,527.84, \$1,564.24, \$1,603.06, \$1,646.55, \$1,707.96

Background

In March of this year, the Milwaukee Water Works requested that several job classifications be studied in conjunction with its multi-year project to replace 145,000 residential meters in its service area within the next eight years. New job descriptions were reviewed and discussions held with Laura Daniels, Administration and Projects Manager.

Current:	New Position	
Requested:	Water AMR Manager	SG 07
Recommendation:	Water Meter Project Manager	SG 07

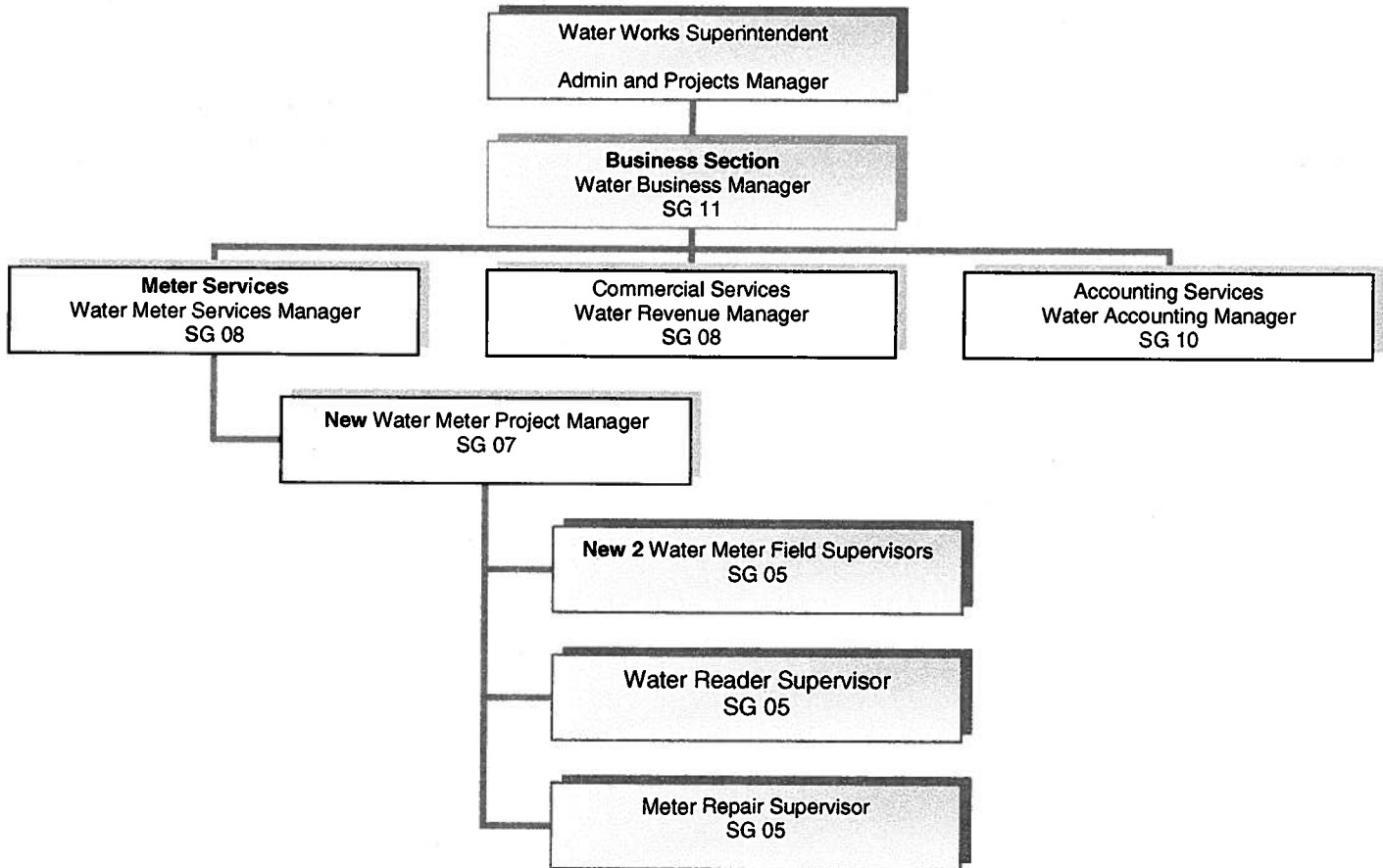
Current:	New Auxiliary Position	
Requested:	Water AMR Manager-Auxiliary	SG 07
Recommendation:	Water Meter Project Manager-Auxiliary	SG 07

This new position will manage all aspects of the meter and electronic read transmitter (ERT) replacement project. This goal of this project is to replace all 145,000 residential meters and ERTs within the next eight years. Once this project is underway, this Manager will supervise two to three first-line supervisors (SG 05) and 25 water meter technicians. This is a large multi-year, multi-phase project that requires cross-functional knowledge of several different operational areas of the department, including water distribution, water meter repair and replacement, and the customer service operations.

Minimum requirements for the position, as stated on the description provided by the Water Works are a bachelor's degree in engineering, business or other related area or an associate's degree in water technology, engineering technology or related field, two years of field experience in plumbing, construction, or building maintenance and four years of direct supervisory work experience. The employee filling this position must have high-level skills in planning, organizing, and directing work in progress in a team environment. In addition, the employee will be required to possess technical knowledge equivalent to an associate's degree in water technology and provide excellent customer service to customers. These requirements have not been validated for purposes of staffing.

The Meter Services Section is currently located within the Business Section, as indicated in the organization chart that follows.

**Milwaukee Water Works
Business Section – Current and Proposed**



As indicated in the above organization chart, a Water Meter Services Manager, SG 08, manages all aspects of meter repair and replacement for the department, and two first-line supervisors—one assigned to meter reading and one assigned to meter repair—are allocated to Salary Grade 05.

Considering that other managers in the Department of Public Works are allocated to SG 07, such as Fleet Repair Supervisor III and Urban Forestry Manager the department’s request to place this new “AMR Manager” in SG 07 appears logical from an organizational standpoint. In addition, the level of responsibility and knowledge and skill required is commensurate with other management positions allocated to SG 07. Supervisory positions at this level typically plan, coordinate, and supervise the activities of employees in their area of responsibility.

We therefore agree with the department’s request to place this position in SG 07. We feel it’s preferable, however, to title the position as Water Meter Project Manager to avoid the using an acronym that is unknown outside of the water industry.

Current:	Two New Positions		
	Meter Reader Supervisor		SG 05
	Meter Repair Supervisor		SG 05
Requested:	Water Meter Field Supervisor	4 positions	SG 05
Recommendation:	Water Meter Field Supervisor	4 positions	SG 05

Current:	Two New Auxiliary Positions		
	Meter Reader Supervisor–Auxiliary*		SG 05
Requested:	Water Meter Field Supervisor-Auxiliary	3 positions	SG 05
Recommendation:	Water Meter Field Supervisor-Auxiliary*	3 positions	SG 05

*One Position is 0.33 FTE

This proposed first-line supervisory classification will encompass the duties and responsibilities of both a current Meter Reader Supervisor and a Meter Repair Supervisor. This will create a more flexible and versatile group of first-line supervisors capable of supervising water meter personnel in any capacity. These first-line supervisors will directly supervise Water Meter Specialists and Water Meter Technicians who are assigned the repair, replacement, and reading of water meters in approximately 145,00 residential, 12,000 commercial, and 2,000 industrial accounts.

Major challenges of this job classification include scheduling personnel and work processes, responding to customer concerns, documenting production in the field and shop, and overseeing permits issued for temporary hydrant use. When the meter replacement project is underway, these Field Supervisors will oversee the work of 57 field personnel.

This position is equivalent in level of responsibility to that of Water Distribution Field Supervisor in Salary Grade 05, another first-line supervisory position in the Water Distribution Division. We therefore recommend that these new positions be classified as requested, as a Water Meter Field Supervisor in Salary Grade 05.

It is further recommended that the current job classifications of Meter Reader Supervisor and Meter Repair Supervisor be retitled to this new job classification.

Current:	35 New Positions*		
	Water Meter Technician I	6 positions	PR 240
	Water Meter Technician II	9 positions	PR 249
Requested:	Water Meter Technician	50 positions	PR 250
Recommendation:	Water Meter Technician	50 positions	PR 251

*35 new Water Meter Technicians positions have been added as a result of an eight-year project to replace meters and electronic read transmitters for 145,000 residential customers. It is anticipated that all but 8 of those new positions will be eliminated at the conclusion of the project.

Water Meter Technicians work in the field and meter repair shop repairing, adjusting, and maintaining City water meters. At the 'I' level, employees are required to have one year of full-time experience installing, adjusting, repairing, and maintaining meters or one year of mechanical experience. These first-level employees perform more routine work in removing, repairing, exchanging, and setting small and medium-size meters. In addition, they diagnose and repair leaks in water meters that require the replacement of simple parts such as a seal or dial and make minor adjustments. They also set new meters and make minor adjustments to

them. When required, they assist the Water Meter Specialists in removing, repairing, and testing large commercial meters.

Notable knowledge, skills, abilities, and attributes (KSAs) required to successfully perform work at the 'I' level include:

- Knowledge of the methods, materials, and techniques required in repairing small water meters and mechanical devices.
- Skill in using hand and power tools such as hammers, wrenches, screw drivers, electric drills, and the like.
- Ability to:
 - Understand and follow written and oral instructions
 - Use precision measurement equipment
 - Diagnose and repair leaks in water meters
 - Read and interpret technical manuals, blueprints, work rules, and procedural manuals.
 - Communicate orally with customers diplomatically in their homes.
 - Communicate effectively with coworkers, supervisors, engineers, and others.
 - Lift and maneuver various sizes of water meters
 - Make skillful, controlled manipulations of small objects.
 - Bend or stoop repeatedly or continually over time to work on water meters at a workbench.
 - Work in a variety of weather conditions with exposure to the elements.
 - Observe or monitor machinery and equipment to determine compliance with prescribed operating or safety standards.
 - Work safely
 - Work overtime and respond affirmatively to emergency assignments as needed.
 - Travel the Water Works service area proficiently.

According to a 1994 job description and a job announcement from 2000, Water Meter Technicians investigate consumer complaints related to low pressure, noises, vibration, service leaks, and high consumption. The vast majority of complaints investigated are those regarding high consumption readings. These Technicians make meter repairs, repair leaks, replace parts, make adjustments to meters, and replace meters in the field. In the shop, Water Meter Technicians II determine what repairs are needed on meters, repair meters, repair and fit discs to operate in chambers, and perform the final assembly of meters. After two years of work at the 'I' level, Technicians are eligible to compete for a 'II' level position.

In performing some investigative work, Technicians at the 'II' level exercise a greater degree of responsibility than those at the 'I' level. Commensurate with their greater work experience 'II' level Technicians possess a higher degree of knowledge regarding water meters, are more proficient in replacing and repairing meters, and have a more extensive knowledge of the Water Works' service area.


As envisioned, employees working in the new job classification of Water Meter Technician will diagnose reported issues with water consumption readings and other issues, and, if appropriate, repair or replace a faulty meter onsite. The job description submitted by the Water Works indicates the following areas of responsibility associated with the new Water Technician job classification:


- 65% Exchanges, installs, and repairs water meters up to 2" in size, including electronic components. Certifies water meters up to 2" for use. Assembles, programs, and verifies the operation of the electronic components of the automated meter reading system. Installs emergency hose connections when required. Assists Water Meter Specialists with installation, removal, testing, and repair of compound, turbine, jab and fire service meters as directed.
- 15% Responds to and resolves customer complaints of low water pressure, no water, meter tampering, and meter leaks. Perform inspections related to cross connections. Performs water turn offs for non-compliance with repair/access orders. Performs service pipe thawing to restore water service when required.
- 10% Communicates investigation results, actions taken and other information to Water Control Center, Customer Service, and supervisor.
- 10% Performs related duties in the shop or field as assigned, such as dispatching, general maintenance, inventory control, and verification of proper permitting for use of water hydrants.


Minimum requirements for the new Water Meter Technician will be comparable to those of the presently existing Water Meter Technician II. It should be noted that neither the KSAA's previously listed nor these minimum requirements have been validated for purposes of staffing.

The goals set forth by the Milwaukee Water Works to enhance customer service and increase efficiency by creating a more flexible workforce is laudable. From a job evaluation standpoint, there is a great similarity between the two job groups in question in terms of the nature of work and the KSAA's required for successful job performance. Merging these two job classifications therefore appears appropriate. Considering the practicalities of this merger, there are currently no employees working as Water Meter Technicians I, which means that the timing is fortunate for such a change.

For the reasons stated, we therefore recommend that the job classifications of Water Meter Technician I and 'II' be reclassified to Water Meter Technician, Pay Range 251.

Prepared by: 
Laura Sutherland, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteaquedo, Employee Relations Director

Job Evaluation Report

City Service Commission Date: July 20, 2010

Department: Assessor's Office

Current	Request	Recommendation
Supervising Assessor Assistant SG 09 \$60,809 - \$85,129	Assessment Division Manager SG 09 \$60,809 - \$85,129	Assessment Division Manager SG 09 \$60,809 - \$85,129

Action Required

In the Salary ordinance, under Salary Grade 11, delete the title "Supervising Assessor."
Under Salary Grade 9, delete the title "Supervising Assessor Assistant" and add the title "Assessment Division Manager."

In the Positions Ordinance, Under Assessor's Office, Assessment Division, Real Property, delete the title "Supervising Assessor Assistant" (X) (Y) and add the title "Assessment Division Manager (X) (Y)."

Background

The Department of Employee Relations has received a request from Mary Reavey, Assessment Commissioner for a change of title for three positions of Supervising Assessor Assistant in Salary Grade 09. In studying this request, the staff reviewed a revised job description prepared by the Department and held discussions with Mary Reavey, Assessment Commissioner.

Changes in Department

Over the past decade the Assessor's Office has streamlined, reorganized and changed the way its office does business. During this process, the office has gone from 76 to 50 employees. Ten years ago, the office had 13 managers, 9 of which were a part of the Assessment Division. Previously, the Assessment Division management team included:

1 position	Chief Assessor	SG 15
2 positions	Supervising Assessor	SG 11
6 positions	Supervising Assessor Assistant	SG 09

Through efficiencies initiated during various phases of restructuring and through the elimination of vacant positions as they occurred, the Assessment Division now consists of four managers. With the reduction in supervisory personnel, the three remaining Supervising Assessor Assistants report directly to the Chief Assessor.

1 position	Chief Assessor	SG 15
3 positions	Supervising Assessor Assistant	SG 09

Under the current office structure, each Supervising Assessor Assistant leads a team of Property Appraisers and is responsible for all areas of assessment including commercial, special commercial, residential, personal property, condominiums, apartment, vacant land, and exempt. These managers must be knowledgeable, flexible and able to respond to a wide

variety of customer needs. Prior to reorganizing, Supervising Assessor Assistants were responsible for specialized areas of assessment.

The current department organizational structure includes three 'Assessment Division Managers' who each oversee a nine member team of Senior Property Appraisers responsible for all areas of valuation. Areas of concern relative to issues and policies are sent directly to the Chief Assessor.

Analysis

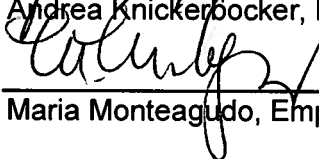
Due to the change in organizational structure, and with the elimination of the Supervising Assessor positions, the Assessors Office's request to change the title of Supervising Assessor Assistant to Assessment Division Manager appears appropriate.

Recommendation

We therefore recommend that the title of Supervising Assessor Assistant be changed to Assessment Division Manager with no change in Salary Grade.

Prepared By: 

Andrea Knickerbocker, Human Resources Manager

Reviewed By: 

Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: July 20, 2010
 Department: Department of Employee Relations

Present	Request	Recommendation
Administrative Specialist SG 02 (\$38,902 - \$54,455) Incumbent: Kathleen Verfurth	To Be Studied	Test Administration Coordinator SG 03 (\$41,458 - \$58,037)
Program Assistant II PR 530 (\$41,495 - \$46,975) Incumbent: Karen Kamlah	To Be Studied	Certification Services Specialist PR 540 (\$43,909 - \$50,147)

Action Required

In the Positions Ordinance, under Department of Employee Relations, Operations Division, Staffing Services Section, Selection Services, delete one position of "Human Resource Analyst" and add one position of "Test Administration Coordinator".

Under Department of Employee Relations, Operations Division, Compensation Services Section, delete one position of "Pay Services Specialist" and add one position of "Certification Services Specialist".

In the Salary Ordinance, under Salary Grade 03, add the title "Test Administration Coordinator". Under pay Range 540, add the title "Certification Services Specialist".

Background

In an effort to streamline the staffing and certification processes within the Department of Employee Relations a number of changes have been implemented including significant upgrades to the applicant tracking computer system (SIGMA), an emphasis on maximizing the utilization of current eligible lists to fill civil service vacancies, a change in City Service Rules regarding the certification of candidates, changes in the conviction record policy, and the outsourcing of the typing test component of the examinations for various office support positions. The two positions under study have been particularly affected by these and other changes. A study was initiated to review the classification of these two positions. Job descriptions were reviewed and discussions were held with the incumbents; and with their immediate supervisors, Charles Schumacher, Certification and Salary Systems Supervisor, and Sally Mc Attee, Human Resources Manager.

Current: Administrative Specialist SG 02
Recommendation: Test Administration Coordinator SG 03

The basic function of this position is to oversee the Test Administration Unit including the monitoring of the Civil Service written and performance tests and the scoring of Civil Service examinations; and be responsible for the selection process for the City's office support series

and the administration of the qualifying examinations for the Department of Public Work's (DPW) technical and engineering series. The duties and responsibilities include the following:

- 65% Test Administration – schedule and monitor written and performance civil service examinations; score all civil service examinations (written, oral and performance examinations, training and experience ratings, and written exercises) and produce related reports using the SIGMA applicant tracking system; send examination date and results notices to candidates; investigate applicant conviction records, identify instances of falsification, coordinate conviction reviews, and keep conviction records; determine veterans preference points; make recommendations regarding requests for test accommodations, administer tests involving accommodations, and keep records regarding accommodation requests; make recommendations regarding requests for alternative test times and dates, arrange and administer alternative administrations and keep records regarding requests; serve as contact person for the Public Abstract Request System (PARS) Account with the Department of Transportation for driving records; and administer contract with the company, Adecco Group (Adecco), for the typing test component of the examinations for various office support positions.
- 20% SIGMA Administration – Serve as administrator for the SIGMA applicant tracking system and produce applicant flow reports and statistical reports for budget analysis using the system's reporting capabilities.
- 15% Office Support Series Selection Process and the DPW Qualifying Examination Process Announce examinations and review applications for the continuous office support series selection processes and, when requested, the same for regularly announced office support positions; schedule and administer examinations for various entry level positions and office support transfer/promotional opportunities; and assist in job analysis for office support positions.

Changes to the Position

Changes in this position include the following:

- Liaison and project coordinator for implementing upgrades to the SIGMA applicant tracking system and the on-line application module; setup and design all current and/or future exam files, system screens, and application forms that are being used internally by staff and externally by applicants for City positions.
- Implementation and administration of the contract with Adecco for the typing test component of the examinations for various office support positions; serving as the City contact person; coordinating candidate's use of Adecco services and handling any complaints; and ensuring contract compliance with Adecco in relation to the City of Milwaukee, Adecco and applicants.
- Liaison for PARS account with the Department of Transportation and Employee Relations which includes coordinating with the DOT to resolve any online access issues for obtaining driving abstracts.
- More extensive responsibility for the investigation of candidate conviction records including obtaining police and court reports, determination of falsification, and coordination of panel reviews for job relatedness.

Comparison to Other Positions

To study this position we made comparisons to several job classifications, including the following:

Human Resources Analyst in Salary Grade 03 (\$41,458 - \$58,037)

This is the underfill or entry level for the Human Resources Analyst classification series. The journey level is Human Resources Analyst – Senior in Salary Grade 05 and the highest level is Human Resources Representative in Salary Grade 07. The basic function of the position located in the Staffing Services Division is to conduct recruitment and selection processes to fill positions in general City departments, the Fire and Police Departments, and Milwaukee Public Schools. This includes developing and implementing recruitment plans and strategies; conducting job analysis to determine essential functions, tasks, and knowledges, skills, and abilities necessary for successful job performance; developing valid selection processes and test components including written and essay tests, oral examinations, performance examinations, and training and experience ratings based on job analysis and consistent with professional standards and legal guidelines; determining time lines for each selection process and scheduling test administrations; secure subject matter experts as examination raters, administer oral and performance examinations, and ensure test security; advise and assist Departments on staffing-related issues; and conduct statistical research and analysis of tests.

Administrative Specialist-Senior in Salary Grade 04 (\$44,194 - \$61,871)

There are several positions of Administrative Specialist – Senior in the City. One of the positions is located in the Communications and Marketing Section of the Library. The basic function of this position is to promote the library's services and resources by editing and writing library publications, developing and maintaining electronic media; and assisting with developing and coordinating public relations, marketing programs, and special events. Another position is located in the City Attorney's Office and serves as the Executive Administrative Assistant to the City Attorney and Deputy City Attorney; oversees the automated office systems in the Department, troubleshoots with respect to hardware and software problems, and is the Department liaison with the Information and Technology Management Division of the Department of Administration; oversees the daily workload and operations of the office support staff and is a leadworker to ten positions; and assists the Special Assistant to the City Attorney with personnel related functions. A third position is located in the Circulation Division of the Library. The basic function of this position is, under the general direction of the Librarian V, to oversee the daily operation of the Circulation Bureau. This includes supervision and decision making, evaluating and handling all disciplinary activities, and overseeing the free flier distribution program.

Analysis and Recommendation

This position was last studied in 1994 when it was reclassified from Administrative Assistant I in Pay Range 530 to the current classification of Administrative Specialist in Salary Grade 02. The report indicated that the basic function of the position was to supervise the Test Administration Unit and be responsible for testing and recruitment for the City's clerical series. Duties and responsibilities included Test Administration (60%), Clerical Exams and Recruitment (30%), and SIGMA Administration (10%). These general categories have stayed the same but the percentage of time spent on SIGMA Administration has increased from 10% to 20% and now includes external use of the system by individuals who apply online. The responsibility for

overall coordination of the use of SIGMA has become more complex and requires a greater knowledge of the system and the ability to troubleshoot problems that arise.

Another change is the contract oversight responsibilities related to the contract with Adecco to handle typing tests for various office support positions. Again, this position troubleshoots various problems that arise, handles candidate complaints, and serves as the City's liaison with Adecco. This position also is the liaison with the State of Wisconsin for the PARS account which relates to obtaining driving records of applicants for positions that require a commercial driver's license (CDL).

When a position is studied the standard for reclassification is not only whether there have been changes in the duties and responsibilities but whether the changes increase the level of responsibility enough to reclassify the position to a higher level. Duties and responsibilities are also compared to other positions in the City Service.

This position has had an increase in the level of duties and responsibility related to SIGMA administration, contract oversight with Adecco, serving as a liaison with the State of Wisconsin for the PARS account and general troubleshooting relating to these areas. The work is very detailed and the consequence of error is high. The work also requires independent judgment and an understanding of the legal ramifications related to the testing process and thorough knowledge and understanding of the Civil Service Rules related to examinations. A comparison of the position under study to the Human Resources Analyst classification in Salary Grade 03 indicates that it does not perform the higher level functions of job analysis and test development but it does have some responsibilities that are similar including test administration and coordination, recruitment, reviewing applications for minimum requirements, and responding to questions from applicants and Departments.

The Administrative Specialist-Senior positions in Salary Grade 04 (\$44,194 - \$61,871) are stronger than the position under study. They also have coordinating responsibilities but in addition have either higher level editing and writing responsibilities, extensive leadworker duties, or more involved supervisory functions including discipline oversight and review. Due to the unique nature of the position under study we recommend the new title of Test Administration Coordinator that would be more descriptive of the work performed.

Based on the analysis above we recommend that this position of Administrative Specialist in Salary Grade 02 be reclassified to Test Administration Coordinator in Salary Grade 03.

Current:	Program Assistant II	PR 530
Recommendation:	Certification Services Specialist	PR 540

The basic function of this position is to assist City Departments and Milwaukee Public Schools (MPS) in filling vacant positions in as timely and efficient manner as possible according to Civil Service Rules and procedures. The duties and responsibilities include the following:

80% Filling of Vacancies – assist City Departments and MPS in filling vacancies by surveying eligible lists and certifying eligible lists, transfer lists, individuals reinstated and/or participants in the Disabled Employee Placement Program (DEPP); provide advice on hiring procedures and promotion policies and whether a particular appointment would be in accordance with Civil Service Rules; oversee referrals concerning number of candidates certified in accordance with Civil Service Rules and DER policies; verify that

the Common Council Committee on Finance and Personnel has authorized the vacancy to be filled; verify the satisfactory completion of the drug screening, medical examination, and I-9 immigration information before certifying candidates for positions to be filled; answer inquiries from candidates and City Departments regarding status on eligible list; maintain and update computerized eligible lists, transfer lists, and reinstatement lists in accordance with the Civil Service Rules including consolidation of lists, expiration and abolishment of lists, recording of appointments, and removal and/or restoration of candidates; gather information for Staffing Services personnel regarding vacancies and eligible lists; prepare paperwork for appointments and promotions, including salary, for payroll staff, Employee Relations and the Employee's Retirement System; and request applications from new employees.

- 10% Reinstatements – process reinstatement requests, when less than a year; verify whether the individual meets the requirements; write applicable City Departments regarding the request; inform individual of the outcome; create, maintain, and update computerized transfer/reinstatement lists for past and current employees; and request resumes and/or applications from these candidates.
- 10% Statistics – gather statistics for various reports and special projects including the annual budget; and perform other related duties as assigned.

Requirements for this position include four years of progressively responsible office support experience including two years at the level of Program Assistant I or above. It should be noted that these qualifications have not been assessed for the purposes of staffing.

Changes to the Position

Changes in this position include the following:

- Responsibility for deciding when to abolish and expire civil service eligible lists and making recommendations as to when it might be prudent to have the City Service Commission consider extending a list beyond four years.
- More active role in advising Staffing Division personnel and Hiring Managers in other City Departments and at MPS regarding hiring procedures, policies and eligible lists.
- Assisting Departments with complying with the new requirements related to the recent change in the City Service Rules regarding the certification of candidates.
- Monitoring hiring process for Transfer/Promotional opportunities that have been posted and assuring that Departments are hiring in accordance with established guidelines and procedures.
- More active role in finding comparable eligible lists for Departments to consider when filling a vacancy and in assisting with placing employees in other City positions when they are scheduled to be laid off.

Comparison to Other Positions

To study this position we made comparisons to numerous administrative job classifications, including the following:

Benefits Services Specialist II in Pay Range 540 (\$43,909 - \$50,147)

This position is located in the Department of Employee Relations. The basic function is to administer dental benefits for approximately 7,600 City employees and their dependents plus individuals employed by the Housing Authority (HACM), the Milwaukee Economic Development Commission (MEDC), the Redevelopment Authority (RACM), and the Wisconsin Center District and their dependents. This involves maintaining data for employees and their dependents, auditing payroll records and bills from insurance carriers, and providing customer service to employees.

Pay Services Specialist in Pay Range 540 (\$43,909 - \$50,147)

This position is located in the Department of Employee Relations. The basic function is to maintain and update personnel records based on personnel transactions submitted by operating departments; review personnel transactions for accuracy and legitimacy, and/or match transactions with authorizing documents; make corrections or direct Departments to make corrections; and approve personnel transactions prior to payroll authorization.

Human Resources Assistant in Pay Range 550 (\$46,607 - \$53,328)

This position is located in the Department of Public Works – Administrative Services. The basic function is to work in conjunction with the Business Operations Manager and the DPW Personnel Administrator to oversee and maintain various personnel and payroll databases. This includes databases on discipline, grievances, and job descriptions. This position also monitors absences, calculates clothing allowances, performs research on the various databases, and serves as a leadworker for ten positions of Personnel Payroll Assistant III.

Analysis and Recommendation

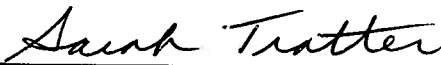
This position was last studied as part of the City-Wide Office Support Study in 1996 when the title was changed from Administrative Assistant I in Pay Range 530 to the current classification of Program Assistant II in Pay Range 530. The position was also studied in 1994 when it was reclassified from Clerk IV in Pay Range 445 to Administrative Assistant I in Pay Range 530. The basic function of the position was to assist City Departments and MPS with filling vacant positions as quickly and efficiently as possible in a manner consistent with Civil Service Rules. This included overseeing referrals (20%), handling eligible, transfer and reinstatement lists (20%), preparing notices of appointment (20%), filling vacancies (15%), processing reinstatement requests (10%), information gathering (10%), and public contact (5%).


The general nature of the work for this position has not changed but over time the level of responsibility has increased. Restructuring the Certification Section and changes in the duties and responsibilities of the Certification and Salary Systems Administrator position, which supervises the position under study, has resulted in more responsibility being delegated to this position. For example, the Department of Employee Relations has emphasized the importance of using an eligible list more than once to increase efficiency. This position now has more responsibility to conduct a search for comparable eligible lists, talk to departments about their options, survey candidates on the list to determine interest and provide copies of the

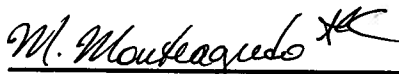
announcement sheet, eligible list and applications, when appropriate, to help the Department make a decision about filling the position. Further, the position is assisting Departments with complying with the recent change in the City Service Rules regarding the Certification of Candidates. This position now also makes the decision when to abolish a list based on various factors. There is also greater emphasis on filling vacancies through the Transfer/Promotional process since it is less costly and allows the position to be filled more quickly. This position now has more oversight responsibility with this process and follows up with Departments to assure that they are hiring in accordance with established guidelines and procedures.

With these changes the level of duties and responsibilities are more similar to the positions of Benefits Services Specialist II and Pay Services Specialist in Pay Range 540. Both of these positions also work very independently in a specific area of responsibility; audit and correct records; and interact with employees and/or payroll personnel on the phone. The Pay Services Specialist also has oversight responsibility and follows up with Departments to assure that they are processing personnel transactions properly according to Civil Service Rules and City Ordinances. The Human Resources Assistant in Pay Range 550 is stronger since it oversees a number of databases, performs more involved research, and is a leadworker to ten positions of Personnel Payroll Assistant III. Due to the unique aspects of this position we recommend the specific title of Certification Services Specialist which is parallel to other positions in Pay Range 540.

Based on the above analysis we recommend that this position of Program Assistant II in Pay Range 530 be reclassified to Certification Services Specialist in Pay Range 540.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Andrea Krickerbocker, Human Resources Manager

Reviewed by: 
Maria Montenegro, Employee Relations Director

Job Evaluation Report

City Service Commission Date: July 20, 2010
 Department: Milwaukee Public Library

Current	Request	Recommendation
New Position	Library Education Outreach Specialist PR 557 \$49,214 - \$57,139	Library Education Outreach Specialist PR 557 \$49,214 - \$57,139

Action Required

In the Positions Ordinance, under Library, Central Library Decision Unit, Youth and Outreach Services Section, add one position of "Library Education Outreach Specialist (X).

Background

The Department of Employee Relations has received a request from Paula Kiely to classify a new grant funded position of Library Education Outreach Specialist. This position will be funded through a Community Development Block grant to oversee the "Teacher in the Library" program at the Milwaukee Public Library. In studying this request, the staff reviewed a new job description prepared by the Department and held discussions with Toni Vanderboom, Personnel Analyst-Senior with the Milwaukee Public Library.

Teacher in the Library Initiative

The Milwaukee Public Library has been awarded a Community Development Block Grant (GDBG grant) to fund a "Teacher in the Library" initiative. The "Teacher in the Library" program will feature professional educators who will help children complete homework assignments and become more focused on their studies; promote and develop reading as a life-long habit; and provide support, counseling and advocacy for the parents/caregivers of the participating children. The program will be piloted from September 2010 through June 2011.

In addition to funding the professional educators who will be hired as consultants to participate in the "Teacher in the Library" program, the grant also includes funds for a full time Milwaukee Public Library employee.

Duties and Responsibilities of New Position

This new grant funded position will work closely with the schools in the CDBG areas to promote the "Teacher in the Library" program and library card registration to parents and students. The position will also manage the "Teacher in the Library" grant program, overseeing workflow, developing new programs, and overseeing the consultants and budget associated with the program.

The duties of this new position are quite similar to those of the existing Library Education Outreach Specialist position which will be responsible for assisting the Management Librarian in:

- Delivering materials to child care center, schools and other sites
- Coordinating requests from the community for library presentation including Back to School Fairs, KidsFest and community events
- Assisting the Coordinator of Youth and Community Outreach Services and Management Librarian in developing and delivery of literacy outreach efforts
- Scheduling and developing special project training and programs
- Managing contracts for the consultants associated with the grant project
- Coordinating outreach requests and delivery of materials to schools and other child serving agencies
- Overseeing delivery of library cards to schools

Requirements for the position, as stated on the job description, include a bachelor's degree in education and five years of classroom teaching experience, three of which must have been working with elementary or early childhood students.

Analysis and Recommendation

Both the current Library Education Outreach Specialist and this new position oversee literacy programs and the affiliated grant-funded consultants, provide outreach to the community, act as liaisons for the library, and build relationships within the community.

For these reasons, we recommend that this position be classified as Library Education Outreach Specialist in Pay Range 557.

Prepared By:


Andrea Knickerbocker, Human Resources Manager

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Maria Monteagudo, Director