



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Troy M. Hamblin
Labor Negotiator

December 12, 2011

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

Dear Committee Members:

Re: Common Council File Number 111012

The following classification and pay recommendation will be submitted to the City Service Commission on **December 13, 2011**. We recommend these changes subject to approval by the City Service Commission.

In Health Department, one position of Health Project Coordinator-Pandemic Flu Response, SG 05 was recommended for reclassification to Emergency Preparedness Coordinator-Workforce Development, SG 05.

In the Fire and Police Commission, one new position was recommended for classification to Program Assistant II, PR 530.

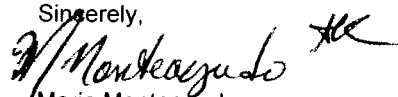
In the Department of Administration-ITMD, Two new positions were recommended for classification to Programmer Analyst, PR 598.

In the Election Commission, the Election Worker, PR 948 (\$100/day) was recommended for pay allocation to PR 948(\$130/day) and the Chief Election Worker, PR 949(\$150/day) was recommended for pay allocation to PR 949(\$160/day).

In the Unified Call Center, one new position was recommended for classification to Call Center Manager, SG 06 and one new position was recommended for classification to Call Center Supervisor, SG 04.

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

Sincerely,


Maria Monteagudo
Employee Relations Director

MM:fcw

Attachments: Job Evaluation Report
Fiscal Note

C: Mark Nicolini, Renee Joos, James Carroll, Troy Hamblin, Nicole Fleck, Bevan Baker, Raquel Filmanowicz, Michael G. Tobin, Renee Keinert, Sharon Robinson, Gary Langhoff, Susan Edman, Gary Loop and Jennifer Meyer

JOB EVALUATION REPORT

City Service Commission Meeting Date: December 13, 2011

This report recommends appropriate classifications and compensation levels for numerous positions created or changed in conjunction with the implementation of the 2012 City of Milwaukee budget. This report contains recommendations for positions in the Health Department, Fire and Police Commission, Department of Administration – Information and Technology Management Division, Election Commission, and Unified Call Center.

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

HEALTH DEPARTMENT

Current	Request	Recommendation
Health Project Coordinator-Pandemic Flu Response SG 05 (\$47,109.40 - \$65,957)	Emergency Preparedness Coordinator – Workforce Development SG 05 (\$47,109 - \$65,957)	Emergency Preparedness Coordinator – Workforce Development SG 05 (\$47,109 - \$65,957)

FIRE AND POLICE COMMISSION

Current	Request	Recommendation
New Position	Program Assistant II PR 530 (\$41,495 - \$46,975)	Program Assistant II PR 530 (\$41,495 - \$46,975)

DEPT OF ADMINISTRATION – INFORMATION & TECHNOLOGY MGMT DIV (ITMD)

Current	Request	Recommendation
Two New Positions	Programmer Analyst PR 598 (\$55,374 - \$67,258)	Programmer Analyst PR 598 (\$55,374 - \$67,258)

ELECTION COMMISSION

Current	Request	Recommendation
Election Worker PR 948 (\$100/Day)	Election Worker PR 948 (\$130/Day)	Election Worker PR 948 (\$130/Day)
Chief Election Worker PR 949 (\$150/Day)	Chief Election Worker PR 949 (\$160/Day)	Chief Election Worker PR 949 (\$160/Day)

UNIFIED CALL CENTER

Current	Request	Recommendation
New Position	Call Center Manager SG 06 (\$50,206 - \$70,295)	Call Center Manager SG 06 (\$50,206 - \$70,295)
New Position	Call Center Supervisor SG 04 (\$44,194 - \$61,871)	Call Center Supervisor SG 04 (\$44,194 - \$61,871)

ACTION REQUIRED – Effective Pay Period 1, 2012 (December 25, 2011)

In the Salary Ordinance, Under Salary Grade 6, add the title “Call Center Manager”; under Salary Grade 5, delete the title “Health Project Coordinator – Pandemic Flu Response” and add the title “Emergency Preparedness Coordinator – Workforce Development”; under Salary Grade 04, add the title “Call Center Supervisor”; under Pay Range 948, delete the current rate of “100.00” and substitute the rate of “130.00”; under Pay Range 949 delete the current rate of “150.00” and substitute the rate of “160.00” plus delete footnote “1” in its entirety and substitute the following “1/ Chief Inspector to receive \$40.00 for initial five hour instruction class and an additional \$25.00 for each instruction class attended prior to each election.”

In the Positions Ordinance, Health Department, Disease Control and Environmental Health Services Division, Bioterrorism Grant CRI/Pandemic Flu (P), delete one position of “Public Health Pandemic Planning Coordinator (A)(P)(X)” and add one position of “Emergency Preparedness Coordinator – Workforce Development (A) (P) (X)”. Under Unified Call Center, delete one position of “Communications Services Manager” and one position of “Communications Specialist” and add one position of “Call Center Manager” and one position of “Call Center Supervisor”.

HEALTH DEPARTMENT

Current:	Health Project Coord – Pandemic Flu Response	SG 05
Request:	Emergency Preparedness Coord – Workforce Dev	SG 05
Recommended:	Emergency Preparedness Coord – Workforce Dev	SG 05

The basic function of this position is to have primary responsibility to conduct and track public health training, drills, and exercises in order to assure a competent public health workforce capable of responding to emergencies; as a member of the Milwaukee Health Department’s (MHD) Emergency Preparedness Team assist in the development and maintenance of written emergency plans, protocols, and policies; conduct competency assessments; serve as a liaison to external emergency response planning groups; and support the MHD’s Safety Officer in occupational health and safety policy development. The specific duties and responsibilities are as follows:

- 60% Workforce Development – develop or coordinate training, drills, and exercises department wide to assure all MHD staff are adequately trained to respond to public health emergencies; develop and maintain a system to track staff competency in essential public health services and the fifteen core public health capabilities; track metrics related to MHD emergency response drills and prepare incident or exercise after action reports; provide presentations to both internal and external stakeholders on emergency public health response topics; and facilitate the completion of the annual department wide competency assessment.
- 20% Emergency Preparedness Planning – develop protocols for department staff response to emergencies requiring public health intervention; conduct emergency public health preparedness assessments; design, evaluate, or participate in MHD and outside agency emergency response exercises and identify gaps in public health preparedness and planning.
- 10% Occupational Health and Safety Policy Development – develop and maintain occupational health and safety protocols to prevent illness or injury to MHD workforce; identify and track staff participation in occupational health and safety

- training and maintenance of appropriate medical certifications; assure and track MHD compliance with respiratory and bloodborne pathogen standards; facilitate annual field safety training for staff; and identify and address occupational health and safety issues associated with emergency response.
- 10% Participate, attend, and represent MHD on various workgroups, committees, subcommittees, task forces, coalitions and consortia as related to various emergency preparedness funding and as directed; and perform other duties as assigned.

Requirements include a Bachelor's Degree in Chemistry, Biology, Physical or Natural Sciences, Public/Environmental Health, or related field and three years of experience in the health field with at least two years of project management, administrative leadership, or team building experience. A master's degree in a related field is highly desirable. Equivalent combinations of education and experience may also be considered.

This position previously focused primarily on development of situation awareness tools and collection of public health intelligence related to pandemic flu or other disease outbreaks. Now it will have a broader focus on conducting and tracking public health training, drills, and exercises to assure a competent public health workforce that can respond to a variety of health emergencies. The position will continue to develop protocols and design, evaluate or participate in MHD or outside agency emergency response exercises. The requested title will better reflect the broader focus on emergency preparedness and workforce development and assessment. The requested Salary Grade 05 is consistent with some other Coordinator positions in the MHD such as Ecocultural Family Interview Program Coordinator and Injury and Violence Prevention Program Coordinator. We therefore recommend a title change of this position to Emergency Preparedness Coordinator-Workforce Development in Salary Grade 05.

FIRE AND POLICE COMMISSION

Current:	New Position	
Request:	Program Assistant II	PR 530
Recommended:	Program Assistant II	PR 530

The basic function of this position is to provide administrative support to the Human Resources Representatives in the Fire & Police Commission by scheduling, monitoring, administering, and scoring examinations; by providing information orally and in writing to the public, organizations, and the Fire and Police Commission; by preparing statistical reports, setting up and maintaining computer and paper files of examination related records; and by screening applications. The specific duties and responsibilities include the following:

- 85% Recruitment and Examinations – prepare original materials such as recruitment materials, letters, and instructions to applicants and candidates; provide information about job qualifications to applicants; screen qualifications of applicants to determine eligibility; develop applicant statistics and prepare summary reports; administer entry-level written multiple choice or job simulations and some components of promotional examinations; score multiple choice and other written examination components; prepare score conversion charts and convert raw scores; prepare and send results of examinations; assist in obtaining outside examination raters and in conducting background investigations on public

safety candidates; prepare results of examination; and determine eligibility for military, education and residency credit.

- 15% **Record Maintenance, Data Compilation, Presentation, and Other Duties – develop and maintain files of recruitment and testing materials; establish procedures for examination record maintenance; review examination bills and submit for payment; maintain eligible lists; prepare various statistical reports; send notifications to applicants/candidates regarding scheduling, results and rejection notices; compile and maintain statistical reports; research and collect data to respond to the Equal Employment Opportunity Commission, complaints and lawsuits; provide support staff services and back-up as needed; and perform special assignments in examinations, staffing, and recruiting as assigned by the Executive Director.**

Requirements include four years of progressively responsible office support work involving extensive work with the public and independent assignments. College level coursework may be substituted for some of the experience requirement. Other requirements include an ability to perform a variety of tasks while maintaining a high degree of accuracy; communicate tactfully and effectively in stressful situations; exercise initiative, good judgment, and discretion; maintain confidentiality; and work in a team environment.

These functions were previously performed by a Program Assistant II position that was located in the Department of Employee Relations. The duties and responsibilities of this position continue to be consistent with the level of a Program Assistant II in Pay Range 530 as shown by the following description:

Program Assistant Job Series consists of positions that perform a variety of office support and administrative work in support of a program or distinct area of operations within a city department. The term “program” is intended to be broad in application, encompassing the work of a bureau, division, section, or specific program in a department.

Program Assistant II in Pay Range 530

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. This information may be in the form of accounting information, budget records and reports, financial information, contracts, or qualitative information. Program Assistants II are expected to independently initiate new work projects and improve processes on a continuous basis.

This position analyzes information and is required to draw conclusions and make recommendations accordingly. The position also must work independently on some projects such as reviewing applications to determine eligibility. We therefore recommend this new position be classified as Program Assistant II in Pay Range 530.

**DEPARTMENT OF ADMINISTRATION – INFORMATION AND TECHNOLOGY
MANAGEMENT (ITMD)**

Current:	Two New Positions	
Request:	Programmer Analyst	PR 598
Recommended:	Programmer Analyst	PR 598

The basic function of these positions is to perform ITMD project assignments as directed by the Systems Analyst-Senior, Systems Analyst-Project Leader and Applications Development Manager. Responsibilities include furnishing programming and systems analysis capabilities, maintenance of customer relationships, and ensuring that quality assurance, systems and programming and related standards are followed. The specific duties and responsibilities are as follows:

- 60% Detailed Design and Programming – design, write and test programs, modify software throughout the system development life cycle.
- 15% Documentation – create detailed graphical and non-graphical program and system documentation.
- 5% Communication – work closely with customers, follow-up on issues and concerns, and keep customers informed; and interview end-users for insight on functionality, problems, and/or usability issues.
- 5% Troubleshooting – resolve problems that occur for jobs that are run and serve on-call selected evenings and weekends.
- 5% Reports – create status reports; reports describing program modules, applications, and systems; various documentation; and other written and verbal communications.
- 10% Keep skills up-to-date and perform other duties as assigned.

Requirements include a Bachelor's Degree in Information Systems, Computer Science, Software Engineering or related field and knowledge and experience with systems analysis and/or computer programming.

These two positions will be supporting and maintaining systems in the Department of City Development (DCD) including ePermits, Real Estate, Project Tracking, and the DCD Cashiering system. Duties include programming, systems analysis, software modification, troubleshooting and documentation preparation. These duties and responsibilities are consistent with those for the current classification of Programmer Analyst. We therefore recommend that these two positions be classified as Programmer Analyst in Pay Range 598.

ELECTION COMMISSION

Current:	Election Worker	PR 948 (\$100/Day)
Request:	Election Worker	PR 948 (\$130/Day)
Recommendation:	Election Worker	PR 948 (\$130/Day)

In planning for the larger elections to be held in 2012 and in recognition of the current minimum wage of \$7.25 per hour that went into effect July 24, 2009 the department requested additional funds in their budget that would include a higher daily rate for Election Workers. We agree with this new rate to ensure that we are in compliance with minimum wage laws.

Current:	Chief Election Worker	PR 949 (\$150/Day)
Request:	Chief Election Worker	PR 949 (\$160/Day)
Recommendation:	Chief Election Worker	PR 949 (\$160/Day)

With the higher rate for Election Workers the department requested a modest increase for the Chief Election Workers to maintain a sufficient differential between the two classifications. The Chief Election Workers have more overall responsibility for the polling sites and we agree with the new rate. It is further recommended that the compensation for the initial five hour instruction class for Chief Election Workers be increased from \$25 to \$40.

UNIFIED CALL CENTER

With the 2012 budget two supervisory positions will be transferred/created in the Unified Call Center. A Call Center Manager has been created by transferring position authority for a current DPW Customer Service Supervisor in Salary Grade 05 while new position authority has been created for the Call Center Supervisor. In 2012, customer service positions from the Parking Enforcement Call Center will be joining employees from the DPW Administration Call Center in the Unified Call Center. With this change the Unified Call Center will have a staff compliment of 21 (with Auxiliary positions) and will now expand operations and be open from 7 am to 1 am daily.

Current:	New Position	
Request:	Call Center Manager	SG 06
Recommendation:	Call Center Manager	SG 06

Duties and Responsibilities will include:

- Support and help to develop/implement goals established by the Call Center Director
- Manage a growing number of call center agents to highly effective performance, production, accuracy and customer service
- Communicate with and educate call center staff, city staff and residents on matters that impact the daily lives of citizens (sanitation, parking snow removal, street maintenance)
- Administer agent performance standards to include call monitoring, call performance standards, and schedule adherence
- Operate the call center
- Develop and coach a new second shift Call Center Supervisor.
- Assess call center performance standards and schedule adherence data to provide feedback/discipline to staff when necessary.
- Ability to work with call center technology, including call monitors, performance standards, call routing and other functions.
- Assist the Call Center Director in transitioning new employees from other departments into the United Call Center.

Requirements include a Bachelor's Degree in Business, Communications or related field and a minimum of three years supervising in a call center/customer service environment.

These duties, responsibilities and requirements are comparable to that of the current DPW Parking Enforcement Assistant Manager with responsible for oversight of similar staffing and public communications. Our recommendation is therefore to classify the position to Call Center Manager in Salary Grade 06.

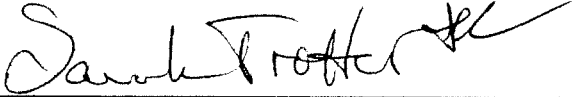
Current:	New Position	
Request:	Call Center Supervisor	SG 04
Recommendation:	Call Center Supervisor	SG 04

Duties and responsibilities will include:

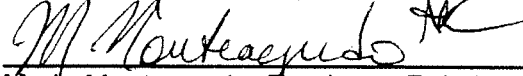
- Supervise call center agents to highly effective performance production, accuracy and customer service on second shift (4 pm to 1 am)
- Assess call center performance standards and schedule adherence data to provide feedback/discipline to staff when necessary.
- Ability to work with call center technology, including call monitors, performance standards, call routing and other functions.

Requirements include a Bachelor's Degree in Business, Communications or related field and a minimum of one year supervising in a call center/customer service environment.

These duties, responsibilities and requirements are comparable to that of Fire Dispatch Supervisor in Salary Grade 04 with oversight of staffing and public communications. Our recommendation is therefore to classify the position as Call Center Supervisor in Salary Grade 04.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director