



Department of Employee Relations

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Job Evaluation Report

City Service Commission Meeting: November 18, 2025

Department of Neighborhood Services – Development Center Division

Current	Recommended
New Position	Business Liaison – Development Center 1DX (\$58,656 – \$81,507) FN Recruitment rate is at \$70,690 (One New Position)

Note: Residents receive a 3% Resident Incentive Allowance.

The department of Neighborhood Services (DNS) has requested to classify one new position added to the department in the 2025 Budget. This position will assist business owners, contractors, design professionals, and homeowners as a central resource for DNS Development Center processes and the related processes of other City departments. The incumbent of this position will field questions, provide information, process/team support and help customers navigate complex internal and inter departmental processes. Duties and responsibilities include:

- Customer Service:
 - Assist applicants, and the general public with process navigation, and informational support.
 - Serve as a liaison between applicants, plan reviewers, and other DNS Divisions to ensure customers are provided with a clear regulatory path from start to finish.
 - Assist customers and the public with requests for information and departmental contacts.
- Interdepartmental Coordination:
 - Work with other City departments, including the Board of Zoning Appeals, the Department of Public Works, the Department of City Development, the License Division, and others that are involved in the regulatory process to address issues across departmental lines, and to identify opportunities for service delivery improvement.
 - Develop an understanding of other city department processes and establish contacts for reference and referral.
- Process Improvement:
 - Review, provide feedback, and suggest/initiate revisions to business practices with the goal of providing high quality customer service.
 - Assist with the resolution of customer roadblocks, missing information, or complaints pertaining to application procedures, development regulations, or policies.
- Special Projects: Lead and assist with special projects as assigned.

- **Peripheral Duties:** In the absence of the Permit Desk Supervisor the incumbent of this position will provide supervision to Permit Desk support staff.

Minimum qualifications required are a Bachelor's degree in business management, public administration, urban planning, construction management, architecture or a closely related field from an accredited college or university; or four years of progressively responsible, high-level administrative support experience as a lead worker in an office environment. Equivalent combinations of education and experience will also be considered.

This new position is located in the DNS Development Center. This position requires a minimal amount of supervision and is expected to function with a high degree of independence. The Development Center Manager will provide direction on policy issues and on special projects or requests.

Analysis

This job evaluation focuses on the pay for similar titles in Southeastern Wisconsin. The following table provides wage information from the Economic Research Institute (ERI) for Real Estate Development Coordinator, and job with comparable knowledge, duties, and responsibilities:

Real Estate Development Coordinator: Three Years of Experience

Area Name	10th Percentile	25th Percentile	Survey Mean	75th Percentile	90th Percentile
Kenosha	57,009	63,968	73,051	82,811	92,272
Madison	55,270	61,692	69,866	78,582	87,050
Milwaukee	56,142	62,948	71,660	80,962	89,990
Racine	53,630	60,173	68,580	77,583	86,346
Waukesha	55,875	62,663	71,357	80,649	89,676
Wauwatosa	55,847	62,626	71,305	80,576	89,579
West Allis	56,055	62,867	71,573	80,860	89,872

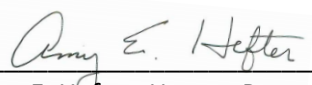
Source: ERI as of 10/01/2025

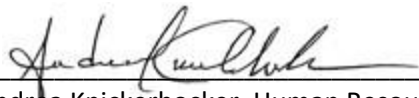
Recommendation

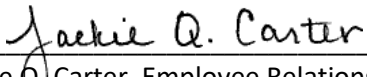
These duties, responsibilities, and requirements are currently comparable to the work performed by the already classified Permit Desk Supervisor. Based on this comparison, the recommendation is to classify this new position as a Business Liaison – Development Center in Pay Range 1DX (\$58,656 – \$81,507). Recruitment is at \$70,690.

Action Required – Effective Pay Period 26, 2025 (December 7, 2025)

* Please see submitted addendum to CCFN for Salary and Position Ordinance changes.

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