



Department of Employee Relations

Cavalier Johnson
Mayor

Harper Donahue, IV
Director

Renee Joos
Employee Benefits Director

Nicole M. Fleck
Labor Negotiator

JOB EVALUATION REPORT

City Service Commission Meeting: September 12, 2023

DPW – Infrastructure – Buildings and Bridges

Current	Recommended
Communications Assistant III PR 6HN (\$38,578 - \$43,555) Recruitment Rate: \$39,359 (Five Positions)	City Hall Operator PR 2GN (\$53,548 - \$74,974) Recruitment Rate: \$65,004 (Five Positions)

Note: Residents receive a rate that is 3% higher.

Background

The Department of Public Works has requested a classification and market rate study for the Communications Assistant III's that operated the City Hall Information Desk. Job descriptions were provided and discussions were held with Kevin Muhs, City Engineer. This report comes in wake of the city-wide laboring and trades study as well as the study of the Unified Call Center Representatives.

Like the Unified Call Center Representatives, the City Hall Operators provide exceptional and accurate customer service for the City of Milwaukee. These positions have used a variety of communication channels to handle a wide variety of contacts in a fast-paced environment during business hours and after hours.

The level and complexity of work for these positions have evolved significantly. Today the City Hall Operators must:

- Possess the ability to perform online research by navigating multiple resources both on the UCC's intranet and on the City's website. Must be able to distinguishing rapidly between genuine search engine results and promoted, AI-generated, or false results.
- Have extensive knowledge for emergency situations and protocols that need to be followed to ensure the safety of employees and guests within the City Hall Complex and outlying City buildings.
- Be able to memorize large volumes of City operations information.
- Use online systems to ensure all customer inquiries and service requests are logged and routed properly.
- Adapt quickly to frequent, rapid changes in City information, activities, programs and policies.

The City Hall Operators must take the initiative to review resources and after hour emergency contacts to keep current. In order to ensure this knowledge, they must update information given by the Unified Call Center, save information given by the Facilities Manager, Building Operations Supervisor and DPW Operations, and reach out on a semi regular basis to departments such as the Department of Neighborhood Services and the Milwaukee Public Library to update after hour emergency contact information.

Additionally, caller demeanor has degraded vastly since this position's creation. The City Hall Operators are expected to maintain composure, use detachment, and exercise boundaries far more frequently in handling a large volume of abusive calls and in person interactions.

Duties and Responsibilities

The City Hall Operator is responsible for providing 24 hours a day, 7 days a week coverage in the City Hall Information Center. This includes continuously observing the central monitoring station that receives all emergency communications from the Department of Public Works (DPW) managed facilities and providing customer service to residents, City Hall visitors, and internal customers seeking information about or dispatch of City services in-person, over the phone, and by email. Duties and responsibilities include:

- Staff the City Hall Information Center desk; take internal service calls along with external citizen requests for service or information.
- Monitor and document building access, security, fire/life safety system alarms, and security camera systems for the City Hall Complex and other DPW managed facilities.
- Write and route work orders and dispatch calls for building services.
- Document citizen complaints or service requests, and relay to appropriate departments for service response.
- Provide first line response to City emergencies (i.e. receive calls about board-ups, floods, snow, severe weather), coordinating the City’s initial response and dispatching crews for service.
- Serve as point of contact for contracted security officers in the City Hall Complex and for other DPW managed facilities. Coordinate security activity to ensure the City Hall Complex is properly secure.

Minimum qualifications include four years of office support experience, including two years of communications or customer service experience providing information to customers or responding to customer complaints or requests.

Labor Market Rate Comparisons

For positions in this report comparisons were made to the labor market using the Economic Research Institute (ERI), a salary survey to which DER subscribes. Staff reviewed labor market data for Southeastern, WI. The data shown below represents competitive rates of pay for titles comparable to the classifications listed above.

Call Center Representative (Complex Calls)

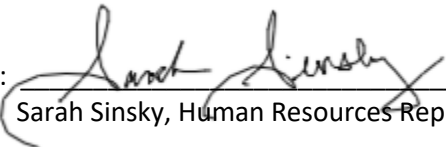
	<i>10th Percentile</i>	<i>25th Percentile</i>	<i>Mean</i>	<i>75th Percentile</i>	<i>90th Percentile</i>
<i>Level 1</i>	<i>39,260</i>	<i>42,265</i>	<i>46,333</i>	<i>50,002</i>	<i>53,884</i>
<i>Level 2</i>	<i>45,613</i>	<i>49,061</i>	<i>53,778</i>	<i>58,163</i>	<i>62,765</i>
<i>Level 3</i>	<i>53,725</i>	<i>57,783</i>	<i>63,358</i>	<i>68,662</i>	<i>74,186</i>

ERI describes a Call Center Representative (Complex Calls) as a position that answers inbound and places outbound calls in a call center with the goal of increasing business, customer satisfaction, and customer retention. Takes care of complex customer inquiries and problems, having experience and advanced knowledge, which is what distinguishes this position from lower-level Call Center Representatives. Requires higher degree of skill and ability to explain most complex matters to ensure customer satisfaction and retention, and to sell products and services, and may require considerable adaptation in response to the particular customer in order to achieve success.

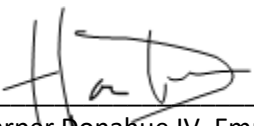
In comparison to similar City positions, the City Hall Operators perform at the same level as the recently classified Unified Call Center Representative – Leads. The City Hall Operators provide ‘front line’ dispatching for after hours for forwarded calls from the Unified Call Center that requires immediate after hour response, such as backwater in City of Milwaukee residents’ homes, downed trees, board ups, dangerous icy roads, etc. and must contact the appropriate after hour employees and/or crews. Furthermore, this position is typically the first contact in regards to emergency situations such as fire alarms within City buildings, security issues, etc. and must contact the necessary personnel to address said emergencies.

Action Required – Effective Pay Period 21, 2023 (October 1, 2023)

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

Prepared by: 
Sarah Sinsky, Human Resources Representative

Prepared by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Harper Donahue IV, Employee Relations Director