



Department of Employee Relations

March 3, 2005

Tom Barrett
Mayor

Maria Monteagudo
Director

David Heard
Fire and Police Commission
Executive Director

Michael Brady
Employee Benefits Director

David Kwiatkowski
Labor Negotiator

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

Dear Committee Members: Re: Common Council File Number 041478

The following classification and pay levels were approved by the City Service Commission on March 1, 2005:

In the Department of Administration - Information Technology Management Division:
Two positions of Systems Analyst-Senior, Salary Grade 008, were retitled to GIS Developer-Senior, Salary Grade 008; and Two positions of Systems Analyst-Project Leader, Salary Grade 011, were retitled to GIS Developer-Project Leader, Salary Grade 011.

In the City Attorney's Office, pay level recommendations were approved for 15 legal support positions:
Five positions of Legal Office Assistant II, Pay Range 437, were reallocated to a *new* Pay Range 437. Three positions of Legal Office Assistant III, Pay Range 450, and one position of Docketing Specialist, Pay Range 445, were reallocated to a *new* Pay Range 450. (Two positions of Legal Office Assistant IV, Pay Range 475, and four positions of Paralegal, Pay Range 594, will remain at their current pay levels.)

In the Office of the Common Council-City Clerk, six new auxiliary positions were classified as Legislative Services Aide, Pay Range 929.

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

Sincerely,


Maria Monteagudo
Employee Relations Director

MM:pb

Attachments: 3 Job Evaluation Reports; 1 Fiscal Note

c: Mark Nicolini, Erick Shambarger, Marianne Walsh, David Kwiatkowski, Sharon Robinson, Randolph Gschwind, Gary Langhoff, Nancy Olson, Pamela Booth, Alice Hagen, Bryan Maves, Paul Mueller, Ronald Leonhardt, Carolyn Hill Robertson, Grant Langley, Barbara Woldt, Mia Beans, Bettye Groce, Colleen Koerner, Mornae Smith, Linda Harrell, Mary Luter, Eva Morris, Wilhelmina Taylor, Barbara Luecking, Donna Schanowski, Lisa Ames, Angelique Pettigrew-Davis, Jean Semenuk, Barbara Teipner-Wargolet, Richard Abelson, John English, Paula Dorsey, Bill Mollenhauer and James Fields

JOB EVALUATION REPORT

City Service Commission Meeting Date: March 1, 2005

- A. Pamela Booth
- B. Alice Hagen
- C. Bryan Maves

Incumbents: D. Paul Mueller

Department: Administration - ITMD

Present	Request
Title: A & B. Systems Analyst-Senior C & D. Systems Analyst-Project Leader	Title: A & B. GIS Developer C & D. GIS Developer-Senior
Salary: A & B. Salary Grade 008 (\$53,686-\$75,158) C & D. Salary Grade 011 (\$65,041-\$91,054)	Salary: Same
Step: Not Applicable	Source: Department
<p>Recommendation: Title: A & B. GIS Developer-Senior (plus an undefill title of GIS Developer in SG 006) C & D. GIS Developer-Project Leader Salary: Same</p>	
<p>Rationale: The new titles of Geographic Systems Information (GIS) Developer-Senior and GIS Developer – Project Leader will better reflect the specific duties and responsibilities of four positions in the Department of Administration – Information and Technology Management Division (ITMD).</p>	
<p>History of Position: A. Position was last studied in 2000 when it was reclassified from Systems Analyst – Specialist in Salary Grade 007 to Systems Analyst-Senior in Salary Grade 008. B. Position was last studied in 1998 when it was reallocated from Systems Analyst-Senior in Salary Grade 007 to Systems Analyst-Senior in Salary Grade 008. C. Position was last studied in 1998 when it was reclassified from Systems Analyst-Lead in Salary Grade 009 to Systems Analyst-Project Leader in Salary Grade 011. D. Position was last studied in 1998 when it was reclassified from Systems Project Leader in Salary Grade 008 to Systems Analyst-Project Leader in Salary Grade 011.</p>	

Action Required: (Effective Pay Period 1, 2005 (December 19, 2004)

In the Salary Ordinance, under Salary Grade 006, add the title "GIS Developer." Under Salary Grade 008, add the title "GIS Developer-Senior." Under Salary Grade 011, add the title "GIS Developer-Project Leader."

In the Positions Ordinance, under Department of Administration, Information and Technology Management Division, Citywide Information Systems, delete one position of "Systems Analyst/Project Leader", one position of "Systems Analyst/Project Leader (N)", and two positions of "Systems Analyst-Senior (N)", and add one position of "GIS Developer-Project Leader" and one position of "GIS Developer-Project Leader (N)", and two positions of "GIS Developer-Senior (N)."

Background:

The Department of Employee Relations received a letter dated December 10, 2004 from Randolph Gschwind, Chief Information Officer, Department of Administration – Information and Technology Management Division (ITMD), regarding a title change for four positions and a reclassification for one position in the Division. This report only refers to the proposed title changes. The reclassification request will be reported on at a future date. The department indicated that the new titles of GIS Developer and GIS Developer-Senior would help to highlight the specific skills needed for these positions. Job descriptions were reviewed and discussions were held with Gary Langhoff, Policy and Administration Manager and the supervisor of these positions, Nancy Olson, Enterprise Information Manager.

Duties and Responsibilities:Systems Analyst-Senior:

The basic function of these two positions is to provide advanced-level GIS systems analysis, serve as a consultant, provide design and development of GIS services, and assist with defining and managing customer engagements. The duties and responsibilities for Positions A and B vary somewhat and are listed below.

A.

- 25% Provide support for existing GIS applications, including hardware, software, and data problem resolution. Install new hardware and software.
- 25% Design, schedule, document, and test the implementation of GIS applications and GIS data.
- 20% Assist in the development of GIS support procedures and their documentation.
- 20% Provide training to department personnel who use GIS applications so that they are efficiently and accurately utilized.
- 5% Analyze potential geographic information systems applications and prepare scope and estimates for implementation and operations.
- 5% Work closely with customers, follow up on issues and concerns, and keep customers informed. Fully inform managers or GIS Developer-Senior about time, activities and status, and provide reports and presentations.

B.

- 30% Assist in the development of GIS support procedures and their documentation.
- 20% Design, schedule, document, and test the implementation of GIS applications and GIS data.
- 20% Provide support for existing GIS applications, including hardware, software, and data problem resolution. Install new hardware and software.
- 20% Provide training to department personnel who use GIS applications so that they are efficiently and accurately utilized.
- 5% Analyze potential geographic information systems applications and prepare scope and estimates for implementation and operations.
- 5% Work closely with customers, follow up on issues and concerns, and keep customers informed. Fully inform managers or GIS Developer-Senior about time, activities and status, and provide reports and presentations.

Systems Analyst-Project Leader

The basic function of these two positions is to be responsible for the conceptualization, design, and implementation of GIS applications for the purpose of providing public officials with the geographic information needed to make decisions concerning policy, management and operations throughout City government. The duties and responsibilities for Positions C and D vary somewhat and are listed below.

C.

- 40% Design, schedule, document, test and supervise the implementation of GIS applications and GIS data.
- 30% Analyze potential GIS applications and prepare scope and estimates for implementation and operations.
- 10% Fully inform ITMD management about customer needs and opportunities, staff activities and development, and status of all activities for primary customer or function in a timely way. Work with management to improve ITMD.
- 5% Provide training to department personnel who use GIS applications so that they are efficiently and accurately utilized
- 5% Research new GIS technology for the purpose of enhancing the City's GIS capabilities or reducing GIS costs.
- 5% Provide support for existing GIS applications, including hardware, software, and data problem resolution.
- 5% Assist in the development of support procedures and their documentation.

D.

- 35% Analyze potential GIS applications and prepare scope and estimates for implementation and operations.
- 35% Design, program, schedule, document, test, and supervise the implementation of GIS applications.
- 10% Fully inform ITMD management about customer needs and opportunities, staff activities and development, and status of all activities for primary customer or function in a timely way. Work with management to improve ITMD.
- 5% Research new GIS technology for the purpose of enhancing the City's GIS capabilities or reducing GIS costs.
- 5% Provide training to department personnel who use GIS applications so that they are efficiently accurately utilized.
- 5% Provide support for existing GIS applications, including hardware, software, and data problem resolution.
- 5% Assist in the development of support procedures and their documentation.

Analysis:

There are currently eight positions of Systems Analyst-Senior and seven positions of Systems Analyst-Project Leader in the ITMD Division of the Department of Administration. The department has indicated that the positions under study require a specialized set of geographical and mapping skills due to their work with GIS applications. A review of the job descriptions for these positions shows that the vast majority of their time is spent specifically on work related to GIS applications and data. The requirements for Systems Analyst-Senior positions that work primarily with GIS data are similar to those for other Systems Analyst-Senior positions except that one year of the experience required must have involved in-depth use of geographic information.

The department wishes to distinguish the specific work and the skills required for these positions by changing their titles to GIS Developer and GIS Developer-Senior. GIS work is recognized as a specialty area within systems work and many employers have specific "GIS" job titles. The City currently has four positions in the Department of City Development with the titles of Geographic Information Supervisor in Salary Grade 004, Geographic Information Specialist in Pay Range 558, and Geographic Information Technician I and II in Pay Ranges 660 and 602. We agree that the requested titles would better reflect the specific nature of the work. We recommend, however, the title of GIS Developer-Senior be used for the positions in Salary Grade 008 since this title would be parallel to the other Systems Analyst-Senior positions in the department. We also recommend the title of GIS Developer in Salary Grade 006 be created as an underfill title that the department could use for future vacancies. We recommend the title of GIS Developer-Project Leader in Salary Grade 011 since it would also indicate the specific nature of the work and would be parallel to the Systems Analyst-Project Leader in Salary Grade 011.

Recommendation

Based on the above analysis, we recommend that the title of two positions of Systems Analyst-Senior in Salary Grade 008 be changed to GIS Developer-Senior in Salary Grade 008 and the title of two positions of Systems Analyst-Project Leader in Salary Grade 011 be changed to GIS Developer-Project Leader in Salary Grade 011 to better reflect the duties and responsibilities. We further recommend the creation of the underfill title of GIS Developer in Salary Grade 006.

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

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

JOB EVALUATION REPORT

City Service Commission Meeting Date: March 1, 2005

Department: City Attorney

Incumbents: Listed below

Present	Request
<p>Title: (a) Legal Office Assistant II <u>PR 437 (\$31,484 - \$36,195)</u> One Vacant Mia Beans (\$32,172) Bettye Groce (\$36,195) Colleen Koerner (\$31,484) Mornae Smith (\$36,195)</p> <p>(b) Docketing Specialist <u>PR 445 (\$33,754 - \$37,353)</u> Linda Harrell (\$37,353)</p> <p>(c) Legal Office Assistant III <u>PR 450 (\$32,955 - \$38,123)</u> Mary Luter (\$34,467) Eva Morris (\$38,123) Wilhelmina Taylor (\$38,123)</p> <p>(d) Legal Office Assistant IV <u>PR 475 (\$37,127 - \$44,565)</u> Barbara Luecking (\$41,727) Donna Schanowski (\$44,565)</p> <p>(e) Paralegal <u>PR 594 (\$42,021 - \$50,987)</u> Lisa Ames (\$51,264)* A. Pettigrew-Davis (\$41,387)* Jean Semenuk (\$45,365)* B. Teipner-Wargolet (\$51,264)*</p> <p>*rates consistent with Salary Grade 002 per Salary Ordinance footnote</p>	<p>Title: (a) Legal Office Assistant II (b) Docketing Specialist (c) Legal Office Assistant III (d) Legal Office Assistant IV (e) Paralegal</p> <p>Salary: (a-e) Study of Positions</p> <p>Source: Department</p>
	Recommendation
	<p>Title : (a) Legal Office Assistant II Salary: (a) new Pay Range 437 (\$32,955-\$38,123) (a) Footnote authorizing recruitment up to the third step of the pay range</p> <p>Title: (b) Docketing Specialist Salary: (b) new Pay Range 450 (\$34,467-\$40,465)</p> <p>Title: (c) Legal Office Assistant III Salary: (c) new Pay Range 450 (\$34,467-\$40,465)</p> <p>Title: (d) Legal Office Assistant IV Salary: (d) no change</p> <p>Title: (e) Paralegal Salary: (e) no change</p> <p style="text-align: right;">(Continued below)</p>
<u>Recommendation (Continued)</u>	
<p>New Rate: (If applicable)</p> <p>(a) Legal Office Assistant II Mia Beans (\$32,955) Bettye Groce (\$37,127) Colleen Koerner (\$32,955) Mornae Smith (\$37,127)</p>	<p>(b) Docketing Specialist Linda Harrell (\$38,123)</p> <p>(c) Legal Office Assistant III Mary Luter (\$35,309) Eva Morris (\$39,254) Wilhelmina Taylor (\$39,254)</p>

Rationale:

This salary study evaluated turnover, recruitment effectiveness, current market conditions, and salary comparisons with other employers. Based on the study, we recommend a pay range adjustment and allowing recruitment up to the third step for Legal Office Assistant II. A pay range adjustment is recommended for Legal Office Assistant III based on the study and pay compression reasons. An increase is also recommended for Docketing Specialist based on responsibilities pertaining to the department's legal case/matter management software. The study does not support changes for Legal Office Assistant IV or Paralegal.

History of Position:

- (a) These positions were last studied as part of the 1996 City-wide office support study. This study resulted in a reclassification from Law Stenographer II (Pay Range 435) to Legal Office Assistant II (Pay Range 437).
- (b) This position was last studied as part of the 1996 City-wide office support study. This study resulted in a change of title from Docket Clerk (Pay Range 445) to Docketing Specialist (Pay Range 445). The classification was originally created as a result of a reclassification of a Law Stenographer II position in 1990 in which the level was increased from Pay Range 435 to Pay Range 445.
- (c) These positions were last studied as part of the 1996 City-wide office support study. This study resulted in a reclassification from Law Stenographer III (Pay Range 445) to Legal Office Assistant III (Pay Range 450).
- (d) These positions were last studied as part of the 1996 City-wide office support study. This study resulted in a reclassification from Law Stenographer IV (Pay Range 470) to Legal Office Assistant IV (Pay Range 475).
- (e) This classification was created as part of the 1993 budget with a title of Legal Assistant in Salary Grade 002. The classification has since been re-titled to Paralegal and remained in Salary Grade 002 until 2005 when it was placed in Pay Range 594 as part of the unit clarification process involving District Council 48, AFSCME, AFL-CIO.

Action Required:

In the Salary Ordinance, under Pay Range 445, delete the title "Docketing Specialist."
 Delete Pay Ranges 437 and 450 in their entirety and recreate them as follows:

Pay Range 437

Official Rate-Biweekly

1,267.50	1,294.87	1,325.64	1,358.03	1,392.10
1,427.95	1,466.27			

Legal Office Assistant II 1/

1/ Recruitment may be up to the third step of the pay range.

Pay Range 450

Official Rate-Biweekly

1,325.64	1,358.03	1,392.10	1,427.95	1,466.27
1,509.76	1,556.34			

Docketing Specialist
 Legal Office Assistant III

Background:

Citing recruitment and retention issues, the Office of the City Attorney initially requested a salary study of various legal support positions in October, 2001. Due to the freeze on classification studies by the Common Council Committee on Finance and Personnel, the study was placed on hold until August, 2004. In conducting this study, discussions were held with Barb Woldt, Special Assistant to the City Attorney, who supervises/oversees the positions that are included in the study.

This study evaluated turnover, recruitment effectiveness, current market conditions and salary comparison data with both the private and public sector. The following data sources were utilized in the salary comparison:

- Association of Legal Administrators (ALA) 2004 Compensation and Benefits Survey
- Wisconsin Association of Legal Administrators (WALA) 2004 Compensation and Benefit Survey
- National Association of Legal Assistants 2004 National Utilization and Compensation Survey Report
- Summary Data from the 2004 Annual Compensation Survey for Legal Assistants/Paralegals and Managers (Cited by the Law Office Management Administration Report, August 2004)
- Salary data from a sample of government agencies in the State of Wisconsin
- Salary data from the United States Department of Labor, Bureau of Labor Statistics

Unit Clarification Petition:

When this study began in fall 2004 the Legal Office Assistant II, III, IV and Docketing Specialist were non-management non-represented positions and the Paralegal positions were in the management pay plan. As a result of a unit clarification petition by Milwaukee District Council #48, AFSCME, AFL-CIO, these positions became part of the union effective Pay Period 4, 2005 (January 30, 2005) with the exception of one Paralegal position in the City Attorney's Office (as well as one Paralegal position in the Employees' Retirement System). In a separate City Service Commission action, these two Paralegal positions were made non-management non-represented so they would receive the same pay and benefits as the newly represented positions.

Duties and Responsibilities:

Legal Office Assistant II (Pay Range 437) – Five Positions

These positions function as legal secretaries providing office support services to Assistant City Attorneys. These services include typing, transcribing, preparing, copying and/or processing of legal documents, briefs, pleadings, correspondence, opinions, resolutions, bonds, contracts and agreements. Other duties include updating ordinance books, photocopying, filing and providing back-up clerical support to other legal sections and the receptionist, and performing other duties as assigned.

One of these five positions serves as the liability claims secretary and is responsible for the tracking and processing of all liability claims as well as handling all tort payments on claims and lawsuit files. The other four positions are assigned to one of three functional areas: Litigation/Employee Benefits, Education/Development/Labor, and Ordinance Enforcement/General Services. Two positions are assigned to the latter area.

Docketing Specialist (Pay Range 445) – One Position

This position is responsible for classifying, entering and tracking all court and administrative cases in the City Attorney's case/matter management software as well as docketing relevant documents, distributing daily calendars, creating and running reports for court and administrative cases as requested by management and attorneys, and closing and filing of all court and administrative cases. The position trains, monitors and assists staff on the City Attorney's case/matter management software, as well as assists with the set up functions of the software.

Legal Office Assistant III (Pay Range 450) – Three Positions

These positions function as a lead legal secretary and provide office support services to Assistant City Attorneys in one of the three respective legal sections. These services include typing, transcribing, preparation, copying and/or processing of legal documents, briefs, pleadings, correspondence, opinions, resolutions, bonds, contracts and agreements. Other duties include updating ordinance books, photocopying, filing and providing back-up clerical support to other legal sections and the receptionist, and performing other duties as assigned.

As mentioned, these positions function as a lead legal secretary in a particular legal section. This responsibility includes training new employees as necessary and monitoring the flow and distribution of clerical work within the legal section and serving as lead worker to one Legal Office Assistant II position.

Legal Office Assistant IV (Pay Range 475) – Two Positions

These positions function as an executive secretary to a Deputy City Attorney and perform other administrative duties. For example, one position is responsible for payroll administration and the preparation of bi-weekly payroll functions. The other position performs record retention functions and serves as the payroll backup. These positions also serve as secretarial and administrative back-up for the other legal sections in the office.

Paralegal (Pay Range 594) – Four Positions

These positions provide assistance to Assistant City Attorneys in substantive legal matters under their direct supervision. There is some variation in duties among the four positions, however typical duties include: investigate and analyze facts in connection with litigation, prepare memorandums regarding same, interview and prepare witnesses, draft pleadings and prepare affidavits, assist in writing briefs, prepare witness exhibit lists for administrative hearings, organize complex litigation files and document productions, abridge transcripts of testimony, prepare appendices and exhibits, page appeal records, collect and organize facts in connection with trial preparation, conduct research such as studying relevant court decisions and legislative documents, work on special projects, maintain and manage the City Attorney's office law library and library budget, and perform other duties as assigned.

Analysis and Recommendations:

Each classification will be discussed individually.

Legal Office Assistant II – Five Positions

Turnover

The study revealed that there has been more turnover at this level than any of the other Legal Office Assistant levels. At the same time, when looking at the past 10 years, the amount of turnover has not been particularly excessive, especially considering that this is an entry-level position and almost half of the turnover (6 individuals out of 13) resulted from promotion or retirement. Two Legal Office Assistant IIs who resigned recently to work in the private sector submitted letters at the request of the City Attorney's Office citing higher salaries in the private sector. One individual reported a salary increase of \$5,000 since leaving to work for a private law firm in downtown Milwaukee. The other individual cited a \$5,000 - \$7,000 increase, depending on the health insurance option chosen. It should be noted that both individuals left

City employment while 2002 salaries were in effect, which would mitigate the amount of increases cited by approximately \$2,000.

Recruitment

When recruiting from the outside it does appear the City initially attracts a sufficient number of applicants based on the number of openings to be filled. However, based on the three most recent outside recruitments, there has been a 50 percent dropout rate once the applicants are invited to the examination. The reasons for applicants dropping out are not known. This has resulted in relatively few individuals on the eligible list to be considered for hire.

Current Market Conditions

The assessment provided by the Bureau of Labor Statistics (BLS) indicates that relative to other occupational groups, legal secretaries are expected to experience "average" growth between 2002 and 2012, somewhere between 10 and 20 percent during this time period. This however, is a higher rate of growth than secretaries and administrative assistants in general which are projected to grow "more slowly than average", according to the BLS. While attention should be placed on being competitive in the market place due to the expected growth, the extent of growth appears to be comparable to that of most occupations.

Salary Comparison

As described previously, salary data for legal secretaries was collected from a variety of sources. Some information pertained to legal secretaries as a group regardless of level, while others differentiated among different levels. While all data was considered, that which was more specific to Wisconsin and the local labor market was given particular attention as was data that differentiated among the different levels of legal secretary.

This data shows that, while Milwaukee's salary range for Legal Office Assistant II is similar to the average of other government agencies in Wisconsin, it is approximately three percent lower at the maximum. In evaluating data for southeast Wisconsin, it appears that approximately half of the Legal Secretary IIs in this area are earning more than the City's maximum.

Overall Analysis and Recommendation

The five positions of Legal Office Assistant II represent about half of the legal secretaries in the City Attorney's Office, and is the level at which new employees are recruited. The City has had only moderate success in attracting new employees and most of the turnover of Legal Office Assistants has been at this level. There are currently only three positions of Legal Office Assistant III, and as will be seen in the following section, turnover at that level has been very low. Consequently, there are infrequent promotional opportunities for Legal Office Assistant IIs, placing more emphasis on the Legal Office Assistant II pay range to recruit and retain employees. As seen above, the City's pay range maximum is below the median salary for legal secretaries at this level in southeast Wisconsin.

All things considered, the data indicates that the Legal Office Assistant II pay situation is in need of some attention. We therefore recommend that the Legal Office Assistant II pay range be adjusted upward as discussed in the Legal Office Assistant III section below. To further assist recruitment efforts, we also recommend that the department be given the authority to recruit up to the third step of the pay range for the Legal Office Assistant II classification.

March 1, 2005

Docketing Specialist – One Position

Turnover has not been an issue in this more specialized "legal secretary" position as only one person has left the position in the past ten years and that was due to her retirement. No outside recruitment has been done for this classification. Salary comparison data is somewhat limited in that only one salary survey separated out this type of position and only one public agency in Wisconsin contacted had a similar position. The Wisconsin Association of Legal Administration (WALA) Survey shows a median salary of \$33,605 for a Calendar/Docket or Conflicts Clerk/Technician in southeast Wisconsin. The 2004 salary range for the one public agency reporting a similar position was \$31,121-\$35,188, which is somewhat comparable but below the City's pay range.

However, according to the City Attorney's Office, the City's position of Docketing Specialist has an increased level of responsibility and performs more duties than a typical calendar/docket clerk. Of most significance is that this position serves as the resident expert for ProLaw, the City Attorney's Office legal case/matter management software. The job description notes that this position trains, monitors and assists staff on this software as well as assisting with the set up functions of the software. The position also develops and runs complex reports for management. We concur that this represents a higher level responsibility and skill level that deserves some recognition.

Recommendation

In the Legal Office Assistant pay structure, the maximum of the Docketing Specialist pay range currently falls between that of Legal Office Assistant II and III. To maintain its place above Legal Office Assistant II and to account for the responsibilities pertaining to the case/matter management software, it is recommended that this classification be moved to the same pay range as Legal Office Assistant III.

This would also restore consistency in the pay range structure for all non-management legal office support classifications. Currently, the Docketing Specialist pay range is a five step range whereas the Legal Office Assistant II, III and IV are seven steps. Another advantage is that it would provide another potential promotional opportunity for Legal Office Assistant IIs at the Legal Office Assistant III level.

Legal Office Assistant III – Three Positions

Turnover has not been a significant issue with this classification. While one Legal Office Assistant III resigned in December 2004, only two others have left this classification during the past ten years and both were due to promotions to Legal Office Assistant IV. No recruitment data is available as the department typically fills these positions from within. Current market conditions are the same as discussed for Legal Office Assistant II.

In terms of salary data, the maximum of the City's pay range for Legal Office Assistant III is approximately \$900 less annually than the median salary of legal secretaries at this level in southeast Wisconsin. In addition, the City's salary range is slightly below the average salary range of government agencies in Wisconsin for this level of legal secretary.

Recommendation

Based on the salary data and to avoid pay compression, we recommend that both the Legal Office Assistant II and III pay ranges be adjusted upward. These recommendations are tied together because the Legal Office Assistant II and III pay ranges have considerable overlap and that the maximum of Legal Office Assistant III is just two steps higher (5.3 percent) than the maximum of Legal Office Assistant II. In contrast, the Legal Office Assistant IV classification is five steps higher (16.9 percent) than Legal Office Assistant III.

Given this structure, and to assist with both recruitment and retention, we propose deleting the first two steps of both the Legal Office Assistant II and III pay ranges and adding two steps to the top end of each. This would slightly increase the pay differential between Legal Office Assistant II and III (from 5.3 percent to 6.1 percent) and reduce the differential between Legal Office Assistant III and IV to 10.1

percent. The differentials between the three levels would then be similar to those that currently exist between Office Assistant II, III, and IV.

Legal Office Assistant IV – Two Positions

As with Legal Office Assistant III, turnover has not been an issue at this level over the past 10 years. Two of the three individuals who left this position during that time period did so because of promotions within the department. As the department typically fills these positions from within, there is no outside recruitment data.

The salary survey data does not support an increase at this level. The Wisconsin Association of Legal Administrators survey shows a median salary for Legal Secretary IV in southeast Wisconsin at \$39,024. This is slightly below the midpoint of the 2004 Legal Office Assistant IV pay range. In addition, the one government agency with a comparable position pays approximately \$2,000 less annually at the maximum than the City. We therefore recommend that the current pay range for Legal Office Assistant IV remain the same.

Paralegal – Four Positions

Turnover

The department has experienced relatively little turnover in these positions over the past 10 years. Only four individuals left the four to five authorized positions during that time and two of them left to accept a promotion.

Recruitment

Open examinations for Paralegal were held in 1998, 2000 and 2004. These three recruitments resulted in a combined total of 31 qualified candidates on the eligible lists to fill five vacant positions. The 2004 recruitment resulted in 17 qualified candidates, fourteen of whom were placed on the eligible list that was used to fill one opening. This data indicates that the City is being successful in attracting and hiring qualified candidates for Paralegal positions.

Current Market Conditions

The assessment provided by the Bureau of Labor Statistics indicates that relative to other occupational groups, paralegals are expected to grow faster than the average between 2002 and 2012, somewhere between 21 and 35 percent during this time period. BLS also notes that while there is excellent employment potential, there still will be competition for jobs due to the number of people going into this profession. This last statement is consistent with the recruitment data summarized above.

Salary Comparison

Based on the six different salary data sources utilized for this analysis, the City's current salary range for Paralegal is competitive in this labor market as well as nationally. For example, the Association of Legal Administrators survey data for Wisconsin shows a median salary of \$40,560 which is below the midpoint of the City's 2004 salary range. The Wisconsin Association of Legal Administrators survey shows a median salary of \$38,000 for paralegals in southeast Wisconsin with 2-4 years of experience. The National Association of Legal Assistants shows a median salary of \$42,266 for the Great Lakes region, which is close to the midpoint of the City's salary range.

Recommendation

Given that turnover and recruitment are not problem areas at this time, and given the competitive nature of the City's salary range for Paralegals as discussed above, we are not recommending any changes in the pay of this classification. Given that this occupation is projected by the BLS to grow faster than average, however, it may be necessary to examine the competitiveness of the City's salary range in the future if problems in the recruitment and retention of Paralegals become apparent. It should also be noted that the new pay range (PR 594) for Paralegals increases the annual starting salary by approximately \$5,400, though the maximum is slightly less.

March 1, 2005

Summary of Recommendations

Legal Office Assistant II

We recommend that Pay Range 437 be adjusted as follows:

Current 2005 Pay Range (437):

\$31,484 \$32,172 \$32,955 \$33,667 \$34,467 \$35,309 \$36,195

Proposed 2005 Pay Range (437):

\$32,955 \$33,667 \$34,467 \$35,309 \$36,195 \$37,127 \$38,123

We also recommend that recruitment be authorized up to step 3 of the pay range.

Docketing Specialist

We recommend that this classification be reallocated from Pay Range 445 to the adjusted Pay Range 450 as shown below.

Current 2005 Pay Range (445):

\$33,754 \$34,509 \$35,303 \$36,137 \$37,353

Proposed 2005 Pay Range (450):

\$34,467 \$35,309 \$36,195 \$37,127 \$38,123 \$39,254 \$40,465

Legal Office Assistant III

We recommend that Pay Range 450 be adjusted as follows:

Current 2005 Pay Range (450):

\$32,955 \$33,667 \$34,467 \$35,309 \$36,195 \$37,127 \$38,123

Proposed 2005 Pay Range (450):

\$34,467 \$35,309 \$36,195 \$37,127 \$38,123 \$39,254 \$40,465

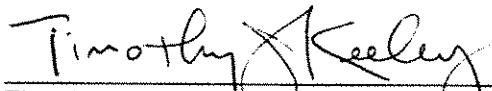
Legal Office Assistant IV

We do not recommend any changes for this classification.

Paralegal

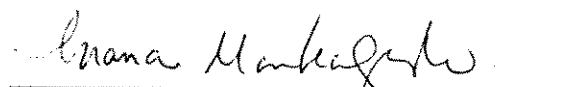
We do not recommend any changes for this classification.

Prepared by:



Timothy J. Keeley, Human Resources Representative

Reviewed by:



Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: March 1, 2005

Incumbent: New Positions (6)

Department: Common Council-City Clerk

Present	Request
Title: New (6 Auxiliary Positions)	Title: Legislative Services Aide (6 Auxiliary positions)
Salary: Not Applicable	Salary: Study
Step: Not Applicable	Source: Department
<p>Recommendation: Title: Legislative Services Aide (6 Auxiliary positions) Salary: Pay Range 929 (\$10.99 to \$11.60 hourly)</p>	
<p>Rationale: These non-benefit positions will provide administrative support to Common Council Members and will work under the direction of individual Council Members' Legislative Assistants. We recommend Pay Range 929 because of the part-time, intermittent nature of the work.</p>	

Action Required:

In the Salary Ordinance, under Pay Range 929, add the title "Legislative Services Aide."

In the Positions Ordinance, under Common Council-City Clerk, Central Administration Division, Auxiliary Positions, delete six positions of "Office Assistant I" and add six positions of "Legislative Services Aide."

Background:

On February 17, 2005, Employee Relations received a request to classify 5 positions new to the 2005 budget. Discussions on the positions were held with City Clerk Ron Leonhardt and Deputy City Clerk Carolyn Hill Robertson.

Duties and Responsibilities:

The basic function of these new positions is to provide support to an assigned Common Council member. Duties, responsibilities and qualifications include:

Under the direction of a Common Council Member or Legislative Assistant:

- Answer written and phone inquiries, complaints and requests
- Meet with individual constituents as necessary
- Process complaints

- Follow-up service requests on complaints
- Schedule appointments
- Compose and type letters
- Filing
- Other assigned duties

These position qualifications include administrative ability, interpersonal skills, computer proficiency in word processing and data entry, oral and written communication skills, and problem solving ability.

Analysis:

In general, the current positions of Legislative Assistant (Salary Grade 002) provide assistance to individual Council members by conducting basic research of aldermanic district issues, serving as liaison with city departments and public or private agencies that provide services to aldermanic districts, and responding to inquiries and requests from constituents.

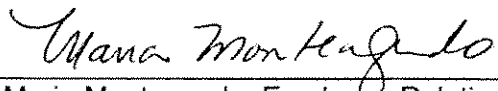
In contrast, these new Legislative Services Aides will provide part-time intermittent support to Common Council members. While important to the workflow of the Council members administrative offices, the duties are intended to be narrower in scope and at a lower level of responsibility. Typically, duties will include responding to inquiries, complaints, and requests, following up on aldermanic service requests, scheduling meetings, composing and preparing correspondence, and filing. These positions will work under the direction of individual Council Members or Council Members' Legislative Assistants.

Because these positions will be utilized on a part-time, intermittent basis throughout the year, we recommend Pay Range 929 (\$10.99 to \$11.60 hourly). Positions in the 900 series such as College Intern, Graduate Intern, and Computer Operator Aide also serve in a part-time and sometimes intermittent basis.

Recommendation

Based on the above analysis, we recommend that these new positions be classified as Legislative Services Aide in Pay Range 929.

Prepared by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director