



Department of Employee Relations

December 10, 2001

John O. Norquist
Mayor

Jeffrey Hansen
Director

Florence Dukes
Deputy Director

Frank Forbes
Labor Negotiator

Michael Brady
Employee Benefits Manager

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

Dear Committee Members: Re: Common Council File Number 011093

The following classification and pay levels were approved by the City Service Commission on November 20, 2001:

In the Department of Neighborhood Services, seven new positions in the 2002 budget were classified as follows: Special Enforcement Inspector, Pay Range 572 (four positions); Code Enforcement Intern, Pay Range 529 (two positions); and Customer Service Representative II, Pay Range 435 (one position).

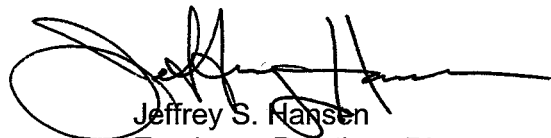
The following classification and pay levels were approved by the City Service Commission on December 4, 2001:

In the Department of Employee Relations, four new position in the 2002 budget were classified as follows: Medical Benefits Coordinator, Salary Grade 003; Administrative Services Specialist, Salary Grade 001, Claims Adjuster specialist, Salary Grade 005, and Claims Representative, Pay Range 532.

In the Health Department, one new position in the 2002 budget was classified as Compliance Analyst, Salary Grade 005.

The Job evaluation report covering the above positions, including the necessary Salary Ordinance amendments, are attached.

Sincerely,



Jeffrey S. Hansen
Employee Relations Director

JSH:pb

Attachments: 2 Job Evaluation Reports; Fiscal Note

c: Frank Forbes, Michael Brady, Laura Engan, Dr. Seth Foldy, M.D., Maria Monteagudo, Martin Collins, Jeffrey Crouse, Robert Klaus and John English

JOB EVALUATION REPORT

City Service Commission Meeting Date: November 20, 2001

Incumbent: New Positions (7) Department: Neighborhood Services

Present	Request
Title: N/A (new positions)	Title: a) Special Enforcement Inspector b) Code Enforcement Intern c) Customer Service Representative II
Salary: N/A	Salary: a) Pay Range 572 (\$39,118 - \$45,516) b) Pay Range 529 (\$21,306 - \$22,753) c) Pay Range 435 (\$28,739 - \$31,665)
Recommendation: a) Title: Special Enforcement Inspector Salary: Pay Range 572 (\$39,118 - \$45,516) b) Title: Code Enforcement Intern Salary: Pay Range 529 (\$21,306 - \$22,753) c) Customer Service Representative II Salary: Pay Range 435 (\$28,739 - \$31,665)	
Rationale: These grant funded positions (Special Enforcement Inspector, Code Enforcement Intern and Customer Service Representative II) were created in the 2002 budget of the Department of Neighborhood Services (DNS) and serve the purpose of staffing the new CDBG funded Targeted Enforcement Program. Each of the three titles currently exists in DNS and the job descriptions for the new positions are identical to those of the existing positions.	
History of Positions: Each is new in the 2002 budget.	

Background:

In a letter dated October 24, 2001 Mr. Martin G. Collins, Commissioner of DNS, requested the Department of Employee Relations to study and classify seven new grant funded positions. Job descriptions were furnished by DNS. Mr. Jeffrey Crouse, Code Enforcement Supervisor, and Ms. Candice Maynard, Business Operations Manager supplied additional information.

New Position A

Duties and Responsibilities:

When filled, the incumbents in this job will perform the duties specified in the job description for Special Enforcement Inspector. Per the job description, the basic function of this job is "to provide specialized inspection and investigative service relating to intensive enforcement of the Building Code. This job title was created to provide a more flexible means to target inspection resources to problem areas." The specific duties are as follows:

Special Enforcement Inspector (4)

Code Enforcement Intern (2)

Customer Service Representative II (1)

- Conduct field investigations of residential and commercial properties for compliance with the Building and Zoning Code.
- Meet with the property owners or operators whose properties are not in compliance with code to determine the appropriate means to obtain compliance.
- Assist in identifying special compliance problems associated with specific owners/operators, specific geographical areas, specific code problem and designated problem properties.
- Meet with community groups, other City departments and other enforcement agencies to discuss enforcement problems and strategies. (Attendance at some night or weekend meetings might be required.)
- Prepare reports and correspondence relating to enforcement activity.
- Perform other duties as assigned.

Note: The percentage of time devoted to each task will vary widely depending on specific assignments.

Analysis and Recommendation:

Since the job description for this position is identical to the existing job description for the Special Enforcement Inspector position, which also is the title requested by DNS, it makes sense that the initial classification of this position is that of Special Enforcement Inspector, Pay Range 572.

New Position B

Duties and Responsibilities:

The job description for this position is identical to that of the existing DNS position of Code Enforcement Intern. Per the job description, the basic function of this position is to "perform exterior inspections and conduct public information programs within a designated area." Specifically the duties are as follows:

- Conduct surveys and inspections within a designated area to identify building maintenance code violations.
- Meet with the residents, property owners, block clubs and community groups to discuss approaches to improve neighborhood conditions.
- Where necessary, issue orders to correct violations relating to building code maintenance violations.
- Attend classes, in-service and other training sessions.
- Other duties as assigned.

Note: The experience, prior training and ability of each incumbent and their progression in the program will determine percentages of time.

Analysis and Recommendation:

Since the job description for this position is identical to the existing job description for the Code Enforcement Intern position, which also is the title requested by DNS, it makes sense that the initial classification of this position is that of Code Enforcement Intern, Pay Range 529.

New Position C


Duties and Responsibilities:


The job description for this position is identical to that of the existing DNS position of Customer Service Representative II. Per the job description, the basic function of this position is to "Receive, evaluate, respond to, and initially assign customer inquiries, complaints, and requests for inspectional service made to the Department of Neighborhood Services. Typically these requests will relate to the enforcement of City or State building, health, and zoning codes." Specifically the duties are as follows:

- 80% Handle inquiries, complaints, and requests for inspectional services. These can be requests from the public, elected officials, and other City departments. Most will be via the telephone though some will be in person or in writing. Specifically incumbents will:
 1. Review existing computer records to determine whether appropriate actions are pending and advise the caller of the action.
 2. If no action is pending, evaluate the request to determine whether it is within the scope of the department's services and, where appropriate, assign the request to the proper section and/or inspectional district.
 3. Enter request/complaint into the Neighbor Services System.
 4. Where appropriate contact property owners and/or issue advisory notices to owners of property.
 5. Enter dispositions of requests as they are completed.
- 20% Provide general office support services and performs other duties as assigned.

Analysis and Recommendation:

As with the previous two positions in this report, the job description for this position is identical to that of an existing position in DNS. In this case, it mirrors the Customer Service Representative II position, which is the title requested by DNS. Again, it only makes sense that the initial classification of this position should be that of Customer Service Representative II, Pay Range 435.

Prepared by: 
Muhammad I. Abdallah, Human Resources Representative

Reviewed by: 
Jeffrey Nansen, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: December 4, 2001

This report recommends appropriate classification and compensation levels for new positions created in the 2002 City of Milwaukee budget. This report contains recommendations for four new positions in Employee Relations and one new position in the Health Department.

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.

Present	Request	Recommendation
Incumbent: new position Department: Employee Relations	Title: Medical Benefits Coordinator Salary Grade: 003* (\$36,241 to \$50,735 annual)	Title: Medical Benefits Coordinator Salary Grade: 003 Effective pay period 1, 2001
Incumbent: new position Department: Employee Relations	Title: Administrative Services Specialist Salary Grade: 001* (\$31,914 to \$44,676 annual)	Title: Administrative Services Specialist Salary Grade: 001 Effective pay period 1, 2001
Incumbent: new position Department: Employee Relations	Title: Claims Adjuster Specialist Salary Grade: 005* (\$41,182 to \$57,658** annual)	Title: Claims Adjuster Specialist Salary Grade: 005 Effective pay period 1, 2001
Incumbent: new position Department: Employee Relations	Title: Claims Representative Pay Range: 532* (\$33,083 to \$39,397 annual)	Title: Claims Representative Pay Range: 532 Effective pay period 1, 2001
Incumbent: new position Department: Health	Title: Compliance Analyst Salary Grade: 005* (\$41,182 to \$57,658** annual)	Title: Compliance Analyst Pay Range: 005 Effective pay period 1, 2001

*Rates listed are 2002 rates of pay.

**The maximum rate listed for SG 005 is effective Pay Period 14, 2002 (For PP 1-13 the 2001 maximum rate (\$55,979) remains in effect).

Actions Required (effective Pay Period 1, 2002):

In the 2002 Salary Ordinance:

Under Salary Grade 003, add the title "Medical Benefits Coordinator."

Under Salary Grade 005, add the title "Compliance Analyst."

Employee Relations

Present	Request	Recommendation
New	Medical Benefits Coordinator Salary Grade 003	Medical Benefits Coordinator Salary Grade 003

Duties and Responsibilities

The basic function of this position is to serve as the departmental resource for the citywide PeopleSoft Human Resources Management System (HRMS) Benefits Administration Module. This involves working with Events Maintenance, Leave Enrollment, and monitoring the Benefits Module matrixes for eligible employees. Position is also responsible for implementing and administering the City of Milwaukee's COBRA Insurance Program. Duties, responsibilities, and minimum requirements include:

- Administer the citywide HRMS Cobra Insurance Program for eligible employees.
- Administer the HRMS Benefits Program Module including updating table definitions for all related benefits for 7,200 employees and 5,000 retirees.
- Provide daily oversight and monitoring of the citywide leave enrollment program. This includes verifying that employees are properly enrolled in the appropriate health plan at the time of hire and with any job change. This includes review of job data as it relates to the benefit eligibility rules.
- Provide maintenance and upkeep of the health and dental matrixes for eligible employees. This includes implementing any new rates as a result of contract negotiations.
- Serve as departmental resource on issues related to the modification and development of enhanced computerization measures that would assist in the delivery of benefits to City of Milwaukee employees.
- Complete other tasks as requested by the Employee Benefits Manager.

The position requires five years of progressive office experience in the Medical Benefits Section including extensive knowledge in the use and application of the HRMS Medical Benefits Module. Position requires problem solving, critical thinking and troubleshooting skills and the ability to design critical enhancements to the FMIS/HRMS system. Must have an aggressive attitude toward meeting unforeseen system challenges.

Analysis and Recommendation

The creation of this position is a part of the reorganization of the Medical Benefits Section of the Employee Benefits Division of the Department of Employee Relations. The Medical Benefits Section administers health and dental insurance benefits for all City of Milwaukee employees. The four-employee staff historically has been responsible for the medical benefits aspect of the city's new employee orientation program and administration of employee health and dental care

benefits. The responsibilities of this section have evolved to include updating the PeopleSoft HRMS Medical Benefits Module and administering the federal COBRA requirements. The COBRA Program makes health insurance available to former employees for a period of time after they leave employment.

To address these issues, Employee Relations is reconfiguring the responsibilities of the Medical Benefits Section staff. The Benefits Analyst Senior (SG 004) and Program Assistant II (PR 530) positions are eliminated and two new positions are created in the 2002 budget.

This first new position of Medical Benefits Coordinator will perform the more technical duties of the section, serving as the departmental resource for the HRMS Benefits Administration Module as well as implementing and administering the COBRA Insurance Program. The duties and responsibilities of this new position are comparable in scope to those of Pension Specialist-Senior in the Employee Retirement System and Human Resource Analyst in Employee Relations. An assessment of this position according to the job evaluation factors is as follows:

	Level	Points
Impact & Accountability	4	68
Knowledge & Skill	3	49
Relationships Responsibility	3	22
Working Conditions	1	5
Total Points:		144

Salary Grade 003 points: 132-151

We therefore recommend classifying this position as Medical Benefits Coordinator in Salary Grade 003.

Employee Relations

Present	Request	Recommendation
New	Administrative Services Specialist Salary Grade 001	Administrative Services Specialist Salary Grade 001

Duties and Responsibilities

The basic function of this position is to provide support and advice to employees and their dependents on group insurance benefits coverage and claim procedures. These benefits include Health, Dental, Long Term Disability Insurance, and the Flexible Choices Program. The position assists in implementing and monitoring benefits and performs related work. Position serves as the departmental resource for the review and interpretation of Health/Dental contract language, labor contracts, federal/state laws and regulations agreements, and administrative provisions. Duties, responsibilities, and minimum requirements include:

- Coordinate and administer the Domestic Partner Insurance Benefit, Long Term Disability, and Flexible Choices Programs.
- Implement, coordinate, and administer the citywide annual Open Enrollment Program including updating Open Enrollment written materials. Serve as the liaison with health plan providers on operational matters.

- Serve as a departmental resource person for providing resolution to inquiries related to contractual benefits provided under city-sponsored benefit plans. These include health, dental, long-term disability, and flexible choices programs.
- Serve as the departmental representative for health benefits at New Employee Orientation and Labor Relations contract implementation meetings. Provides written summary of contract modifications to the Employee Benefits Manager.
- Complete other tasks as requested by the Employee Benefits Manager.

The position requires five years of progressive office experience in the Medical Benefits Section including knowledge in the area of Benefits administration (Health, Dental, Long Term Disability, and Cafeteria Plans). Position requires thorough knowledge and understanding of Federal Laws and their application to the administration and coordination of Employee Benefits Programs. Also requires broad understanding of the city's insurance related benefits.

Analysis and Recommendation

The creation of this position is a part of the reorganization of the Medical Benefits Section of the Employee Benefits Division of the Department of Employee Relations. The Medical Benefits Section administers health and dental insurance benefits for all City of Milwaukee employees. The four-employee staff historically has been responsible for the medical benefits aspect of the city's new employee orientation program and administration of employee health and dental care benefits.

To address these issues, Employee Relations is reconfiguring the responsibilities of the Medical Benefits Section staff. The Benefits Analyst Senior (SG 004) and Program Assistant II (PR 530) positions are eliminated and two new positions are created in the 2002 budget.

This second new position of Administrative Services Specialist will provide support and advice to employees and their dependents on group insurance benefits coverage and claim procedures. The position will also serve as the departmental resource for the review and interpretation of Health/Dental contract language, labor contracts, federal/state laws and regulations agreements, and administrative provisions. The duties and responsibilities of this new position are consistent with those of the current Administrative Services Specialist in the Medical Benefits Section.

An assessment of this position according to the job evaluation factors is as follows:

	Level	Points
Impact & Accountability	1	45
Knowledge & Skill	2	41
Relationships Responsibility	1	15
Working Conditions	1	<u>5</u>
Total Points:		106

Salary Grade 001 points: 100-114

We therefore recommend classifying this position as Administrative Services Specialist in Salary Grade 001.

Employee Relations

Present	Request	Recommendation
New	Claims Adjuster Specialist Salary Grade 005	Claims Adjuster Specialist Salary Grade 005

Duties and Responsibilities

The basic function of this position is to specialize in advanced worker's compensation claims adjusting to include complex claims, difficult and complex issues that can not be resolved at other adjusting levels, litigation including independently negotiated settlements, and presentations at pre-hearings and hearings. Duties, responsibilities, and minimum requirements include:

- Adjust, negotiate, and settle litigated, high volume worker's compensation claims
- Attend worker's compensation hearings and pre-hearings as principal and coach.
- Adjust worker's compensation claims with complex and complicated issues
- Provide technical support to the Adjusting Staff on complex claim issues
- Act as contributing member of the section's management team by keeping the Worker's Compensation Administrator and others fully informed of staff issues that may affect the efficiency and performance of the worker's compensation process.
- Act as backup to the Worker's Compensation Section Supervisor on litigated claims and technical support to the Adjusting Staff
- Perform other duties as directed by the Worker's Compensation Administrator and Claims Adjuster Supervisor.

The position requires a bachelor's degree in business, insurance, or related field or minimum of three years of advance worker's compensation adjusting at the senior level. Experience must include presentations at hearing/pre-hearings. Must have knowledge of and ability to apply the Worker's Compensation Law, Chapter 102.

Analysis and Recommendation

In this 2002 budget, this new Claims Adjuster Specialist has been added to assist in processing highly complicated and litigated claims. The level of claims adjusting to be completed by this position is higher in level than what is currently handled by the Claims Adjuster-Senior (SG004) positions in the Section. This new Claims Adjuster Specialist will be involved in litigating claims including negotiating settlements, and will be responsible for presentations at both pre-hearings and hearings. It will not however have the scope of responsibility for supervising staff as is the case with the Claims Adjuster Supervisor (SG 007).

An assessment of this position according to the job evaluation factors is as follows:

	Level	Points
Impact & Accountability	5	79
Knowledge & Skill	5	68
Relationships Responsibility	4	26
Working Conditions	1	<u>5</u>
	Total Points:	178

Salary Grade 005 points: 175-200

We therefore recommend classifying this position as Claims Adjuster Specialist in Salary Grade 005.

Employee Relations

Present	Request	Recommendation
New	Claims Representative Pay Range 532	Claims Representative Pay Range 532

Duties and Responsibilities

The basic function of this position is to investigate and handle to closure designated worker's compensation files involving 4 or more days of lost time. This involves direct contact with claimants, health care providers, union representatives, attorneys, and others to successfully adjust claims. Duties, responsibilities, and minimum requirements include:

- Investigate worker's compensation claim notices to determine correct action to be taken.
- Contact injured employees, witnesses, employing departments, and others to obtain information surrounding the circumstances of the accident, and obtaining written/recorded statements.
- Contact the disabled, injured employee at appropriate time frames to determine medical condition and status of claim and coordinate return to work.
- Contact medical providers orally and in writing to determine current medical status of the injured employee and coordinate a return to work date
- Review medical reports to determine compensability of claim
- Review medical bills and make payments in accordance with industry standard of 30 days.
- Calculate medical and indemnity payments, and permanent partial disability, as directed.
- Enter new and follow-up claim information on CRT terminal
- Review incoming mail
- Perform other duties directed/assigned by the Worker's Compensation Administrator/Claim Adjuster Supervisor and follow established procedures
- Settlement, payment and reserving authority of \$5000
- Maintain goal and team-oriented approach
- Evaluate claims for possible subrogation
- Dictate and write business letters using proper grammar.

The position requires a bachelor's degree in a related field or a minimum of five years of office experience at a high clerical or technical level. Experience must include a minimum of two years working with insurance, Medical Claims benefits, or Worker's Compensation.

Analysis and Recommendation

In this 2002 budget, this new Claims Representative has been added to assist in processing simple to complex claims, the highest volume of claims the Worker's Compensation Section receives. The duties and responsibilities of this new position are consistent with current Claims Representative positions in the Worker's Compensation Division. We therefore recommend classifying this position as Claims Representative in Pay Range 532.

Health Department

Present	Request	Recommendation
New	Compliance Analyst Salary Grade 005	Compliance Analyst Salary Grade 005

Duties and Responsibilities

The basic function of this position is to monitor contract review processes and activities in the Milwaukee Health Department (MHD). This includes contract evaluation, assisting in negotiations, coordinating responses to regulatory surveys, and preparing reports and recommendations for improving efficiency, effectiveness, and compliance with various departmental contracts including grants, service agreements, and purchasing agreements. Duties, responsibilities, and minimum requirements include:

- ◆ Assist in developing, administering, and monitoring contracts between the MHD and the State of Wisconsin, private organizations, and other entities for programs, projects, and other services. Responsibilities include, but are not limited to:
 - developing processes and procedures for the general operation of the department's compliance efforts and functions
 - ensuring appropriate documentation is in order for the execution of contracts
 - assisting in the analysis of contract terms and conditions
 - ensuring contractor's compliance with the requirement of the contract language and federal and state laws and regulations, and
 - assisting in the interpretation of contract language
- ◆ Monitor MHD's compliance with contract/grant requirements and administrative procedures. Identify potential areas of compliance vulnerability and risk. Develop and recommend corrective action plans for resolution of problematic issues, and provide general guidance on how to avoid or deal with similar situations in the future.
- ◆ Prepare and present reports on a regular basis and as directed to keep senior management staff and program staff informed of the operation, status and progress of compliance efforts. Review written responses and support documentation from contract agencies and MHD divisions and programs regarding audit findings, recommendations, and corrective actions.
- ◆ Assist in the development of requests for proposals, bids, and timetables for contracts, including analysis of contract terms and conditions, and the audit of guidelines to determine appropriate contract scope.
- ◆ Review purchase requisitions, descriptions, and specifications to determine their accuracy and adequacy and consult with Program Manager as necessary.

The position requires a Bachelors degree in Business Public or Health Administration and three years of experience performing contract administration work.

Analysis and Recommendation

In the 2002 budget, this new Compliance Analyst position has been added in the MHD Administration Division. This position has been created in recognition of the department's increasing reliance on grants and contracts to support operational activities. The position will be instrumental in assisting with grant and contract management and monitoring progress toward achievement of both internal performance objectives and those established with community-based partners.

The Compliance Analyst will monitor contract review processes in the MHD. Responsibilities will include developing compliance processes and procedures, ensuring appropriate documentation is in order for the execution of contracts, assisting in analyzing contract terms and conditions, and ensuring contractor's compliance with the requirements of contract language and other federal and state laws.

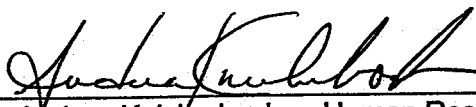
The duties and responsibilities of the Compliance Analyst are similar to those of the Contract Compliance Office (SG006) in the Department of Public Works-Administration Services. However the complexity and scope of contract activity and contract compliance for the MHD position is less than that in DPW. The same hold true when comparing Compliance Analyst to Grant Monitor (SG006) in the Department of Administration-Community Block Grant Administration (CBGA). The complexity and scope of monitoring is less for internal MHD programs than for the external community programs monitored by staff in CBGA.

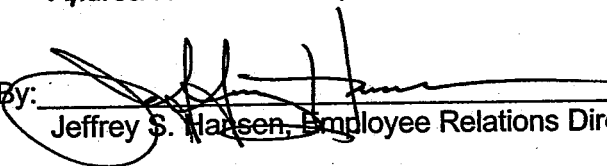
An assessment of this position according to the job evaluation factors is as follows:

	Level	Points
Impact & Accountability	5	79
Knowledge & Skill	5	68
Relationships Responsibility	5	32
Working Conditions	1	<u>5</u>
	Total Points:	184

Salary Grade 005 points: 175-200

We therefore recommend classifying this position as Compliance Analyst in Salary Grade 005.

Prepared By: 
Andrea Knickerbocker, Human Resources Manager

Reviewed By: 
Jeffrey S. Hansen, Employee Relations Director

11/28/01