



Department of Employee Relations

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Mayor

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Director

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Employee Benefits Director

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Labor Negotiator

Job Evaluation Report

City Service Commission Meeting: September 12th, 2023

Various City Departments

Current	Recommended
Business Services Specialist PR 2DN (\$44,217-\$61,902) FN: Recruitment at \$50,381 (One Position - MWW)	Water Payroll Specialist PR 2IN (\$60,824-\$85,151) FN: Recruitment at \$63,860 (One Position - MWW)
City Payroll Specialist PR 2DN (\$44,217-\$61,902) FN: Recruitment is at \$53,911 (Three positions - Comptroller)	City Payroll Specialist PR 2IN (\$60,824-\$85,151) FN: Recruitment at \$66,906 (Three positions - Comptroller)
Human Resources Assistant PR 5IN (\$48,220-\$56,878) FN: Recruitment at \$50,384 (One position – DPW-Admin)	DPW Payroll Services Assistant PR 5ON (\$58,455-\$70,929) FN: Recruitment at \$60,569 (One position – DPW-Admin)
Personnel Payroll Assistant III PR 5EN (\$42,137-\$48,611) FN: Recruitment at \$44,007/DPW employees paid in the following range: \$44,007-\$48,641 (Nine Positions – DPW-Admin)	Payroll Assistant 3 PR 5NN (\$55,116-\$66,877) FN: Recruitment at \$58,819 (Nine Positions – DPW-Admin) (One Position - MWW)
Accounting Assistant III PR 5EN (\$42,137-\$48,611) FN: Recruitment at \$44,007 (One Position - MWW)	Payroll Assistant 2 PR 5MN (\$51,967-\$63,055) FN: Recruitment at \$56,019 (Underfill title)
	Payroll Assistant 1 PR 5JN (\$48,998-\$59,453) FN: Recruitment at \$53,351 (Underfill title)

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

Background

The Department of Employee Relations (DER) received a request from the Milwaukee Water Works (MWW) to reclassify one position of Business Services Specialist that performs payroll and reporting functions in their department based on changes in duties and responsibilities. A request was also sent to repurpose one vacant position of Accounting Assistant III to a payroll support and back up position. Updated Job descriptions were provided and discussions were held with Jane E. T. Islo, Water Works Administration Manager and Amy E. Hefter, Water Works Human Resources Administrator.

In conjunction with this request, DER requested job descriptions from the Department of Public Works – Administration, the Milwaukee Police Department, and the Milwaukee Fire Department, for positions of Personnel Payroll Assistant and any peer titles working closely with incumbents. DER also evaluated job descriptions from the Comptroller’s office for City Payroll Administration titles.

Position job duties and responsibilities, knowledge and skill levels, complexity of the work and program or operations area of the department, amount of responsibility due to a high consequence of error, and other factors were taken into consideration when evaluating all related positions.

In addition, over the past several years, the number of adjustments due to reclassifications and market studies has significantly increased the payroll workload, as has the considerable increase in new hires, transfer/promotions and resignation/retirements. The work has become more complex with additional pay practices and benefits, changes in employment and payroll laws, as well as ongoing union contract settlements and implementation work in the Comptroller’s Office, Fire, and Police departments. Payroll staff will be key participants in the upcoming HRIS update as they audit departmental data for accuracy before, during, and after implementation, as well as acting as a departmental resource for other employees in system education.

In conducting a market cost of labor analysis for these titles, rates of pay from the Economic Research Institute (ERI), a salary survey to which Employee Relations subscribes, were considered and are provided in the body of this report.

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Business Services Specialist PR 2DN (\$44,217-\$61,902) FN: Recruitment at \$50,381 (One Position - MWW)	Water Payroll Specialist PR 2IN (\$60,824-\$85,151) FN: Recruitment at \$63,860 (One Position - MWW)

Duties & Responsibilities

The Business Services Specialist position in MWW is responsible for the division’s payroll reporting, HRIS data maintenance, and time entry for the 437 authorized positions of the utility.

Reporting and Monitoring

- Provide payroll reports and/or information such as injury and sick leave usage and employment histories to managers, other City departments, and outside agencies.
- Monitor and track out-of-the-norm payroll situations such as off-payroll entries, overtime practices, possible retirements, etc. and provide insight to the Administration Manager and Human Resources Administrator.
- Maintain FMLA and other leave data and provide accurate and timely reporting to Human Resources Administrator for action when deemed necessary.
- Run HRIS queries to provide payroll/personnel information to managers as needed.
- Maintain detailed payroll records in an organized filing system.

Record Maintenance, Timekeeping, and Adjusting

- Maintain accurate employee personnel records using the City's HRIS system.
- Calculate, verify, and enter HRIS transactions including salary changes, promotions, demotions, and leaves.

- Calculate, verify, and adjust service and anniversary dates based on City Service rules.
- Work with DER to correct and adjust personnel records as needed.
- Track FMLA for the Business section.
- Edit and approve time using the City’s online time system.
- Prepare and enter payroll adjustments and maintain all absences and leave balances on Absence Analysis Calendar for the Business section.
- Generate payroll reports including time owed and allowed, sick leave incentive and payroll registers; check the accuracy of the reports and make adjustments as necessary.
- Process employee retirement requests and prepare related worksheet/paperwork including certified earnings sheet for the ERS.
- Fill out wage information supplement sheets for Worker’s Compensation.
- Answer/resolve payroll inquiries and/or discrepancies.

Payroll Lead Worker

- Review and approve payroll adjustments.
- Provides insight and advises staff performing payroll duties on unusual payroll problems or issues.
- Provide records and reports as directed by the Administration Manager

Minimum requirements include a Bachelor’s degree in business or public administration, accounting or a related field from an accredited college or university OR four years of progressively responsible accounting or payroll experience.

(Minimum requirements have not yet been assessed by the DER Staffing Division)

Current	Recommended
City Payroll Specialist PR 2DN (\$44,217-\$61,902) FN: Recruitment is at \$53,911 (Three positions - Comptroller)	City Payroll Specialist PR 2IN (\$60,824-\$85,151) FN: Recruitment at \$66,906 (Three positions - Comptroller)

Duties & Responsibilities

The City Payroll Specialist edits, processes, and pre-audits all data required for the proper operation of PeopleSoft Human Resources System (HRMS) to endure the accuracy of payments made to approximately 10,000 City of Milwaukee employees. This position will answer questions and resolve problems related to employee pay, deductions, leave balances, and other payroll issues. The City Payroll Specialist is the final authority to ensure compliance with the provisions of labor agreements and ordinances covering all personnel.

Payroll Processing, Audit, and Review

- Edit and audit all employee time records, including retroactive and special payments, to ensure that pay is properly computed in accordance with City of Milwaukee ordinances and union agreements.
- Assist City-wide departmental payroll personnel and managers regarding proper methods for processing employee payments through HCM; adjust and correct leave balances; and answer questions and resolve problems related to employee pay, deductions, leave balances, and other related issues.

- Assist in maintaining all garnishment records, including making HCM entries, analyzing court records, and calculating withholding, limits, and priority; communicate with affected employees and law offices.
- Review and verify payroll deduction authorizations and updates and related employee records using HCM.
- Provide extensive filing and maintenance of confidential records including W-4s, WT-4s, garnishment records, union dues authorizations, political cards, and direct deposit authorizations.
- Create, run, and maintain queries in HCM to be used to analyze and resolve biweekly payroll problems.
- Audit and approve all adjustment cards (1,500-2,500 per pay period) in Citytime-Adjustments and review aggregate adjustment reports.
- Pre-audit and input biweekly commuting mileage forms submitted from various departments to HCM and spreadsheet.
- Prepare terminal leave control list to ensure eligibility for payment; cancel appropriate deductions.
- Audit jury duty, military leave, and accrued donor documents to ensure eligibility and proper payment; make updates and entries to related records.
- Serve as the Comptroller's departmental payroll staff and perform functions such as making additions and updates to Comptroller employees' job, personal, pay progression, and adjustment data in HCM; prepare and process personnel reports and requisitions; and send reminders for probation and pay progression reviews.

Data Management and Records Retention

- Maintain summary records for records retention and various payroll-related spreadsheets; sort and distribute payroll reports.
- Examine and inventory payroll checks before delivery to the Office of the City Treasurer.
- Prepare reconciliation letters for distribution (i.e., external agencies)

Minimum requirements include four years of office support experience performing duties related to the position, including payroll functions.

Market Data

Payroll Specialist, ERI

All Incumbents	10th Percentile	25th Percentile	Mean	75th Percentile	90th Percentile
Level 1	\$41,968	\$45,499	\$50,225	\$54,630	\$59,169
Level 2	\$47,908	\$51,896	\$57,222	\$62,277	\$67,468
Level 3	\$55,945	\$60,569	\$66,731	\$72,685	\$78,775

ERI as of 5/16/2023

- Administers processing of organization's payroll and collects payroll data to maintain accurate payroll records.
- Handles processing of employee status changes, analyzes payroll and employee expenses, assures general ledger accounts are reconciled; creates on-going month-end, quarterly, and year-end organization reports; and performs other rated duties as assigned.
- Audits payroll information for accuracy.

- Reconciles payroll deposits, tax withholdings, wage garnishments, and voluntary deductions.
- Participates in problem solving and special projects within the Payroll Department.
- Assigns exempt and non-exempt worker status to employees.
- Prepares responses to notices from government agencies regarding employee tax filings.
- Assures that payroll-related transactions are processed in compliance with external and internal policies.
- Performs actions necessary to track and determine regular and overtime pay, and factors commission-based income or bonuses into an employee's salary.
- Calculates and processes Federal and State tax and social security withholdings, union dues, and other deductions, insurance, benefits, pension/retirement, 401(k) contributions and company match, and profit sharing.
- Screens time-worked inputs for calculating, coding, or other errors.
- Monitors computer reports alerting Payroll Clerks to problems or errors.
- Reconciles errors and maintains payroll records.
- Reviews and processes payroll adjustments, including vacation, sick, and other time off.
- Generates accrual entries, as required.
- Fields and responds to payroll inquiries and resolves discrepancies as required.
- Maintains knowledge of rules and laws which govern the payroll administration practices.
- Assists with training of Payroll Clerks.
- May prepare Accounts Payable check requests as necessary.

Analysis and Recommendation

The Business Services Specialist in Water Works was classified away from it’s original title of Management Accounting Specialist in 2005, when several City titles were evaluated for title and pay range changes for management positions transitioning to District Council 48. The position has changed significantly from the Management Accounting Specialist duties since then, which included extensive budgeting tasks, accounting auditing, and support for department Accountants. Previously the position only provided oversight of payroll administration and the position has changed to perform the full range of records maintenance, timekeeping, adjusting, reporting, and monitoring.

We therefore recommend one position of Business Services Specialist in Pay Range 2DN (\$44,217.16 - \$61,901.58) with a recruitment rate of \$50,380 be reclassified to Water Payroll Specialist in Pay Range 2IN (\$60,824.14 85,151.04) with a recruitment rate of \$63,859.94.

Current	Recommended
Human Resources Assistant PR 5IN (\$48,220-\$56,878) FN: Recruitment at \$50,384 (One position – DPW-Admin)	DPW Payroll Services Assistant PR 5ON (\$58,455-\$70,929) FN: Recruitment at \$60,569 (One position – DPW-Admin)

Duties & Responsibilities

The Human Resources Assistant works in conjunction with the Business Operations Manager to oversee, maintain and audit various personnel and payroll databases.

Reporting and Monitoring

- Oversight and maintenance of DPW Absences, FMLA and Discipline databases. Audit accuracy of absences and FMLA by comparing entries with salary payments. Check for compliance of necessary supporting documentation. Write reports using structured query language.
- Produce probationary reports for DPW employees citing accurate probationary periods.
- Respond to employment and salary inquiries made by employers, law offices, Worker’s Compensation and other government agencies.
- Maintain library of DPW job descriptions and management performance reviews.
- Run various quarterly and year-end personnel and payroll reports.
- Lead special projects.

Payroll Lead Worker

- Lead worker in the payroll office.
- Serve as back-up for DOT driving abstract retrievals.
- Serve as back-up for routine Unemployment Compensation inquiries.
- Provide training to staff members and managers on use of databases and reports.
- Provide assistance and backup to Personnel Payroll Assistant III positions.
- Oversee and audit some functions of the Personnel Payroll Assistant III, to ensure accuracy and completeness.

Minimum qualifications include four years of experience in a payroll environment. Experience with considerable experience with database software including PeopleSoft HRMS, FMIS and CityTime and experience with spreadsheet software is preferred.

(Minimum requirements have not yet been assessed by the DER Staffing Division)

Current	Recommended
Personnel Payroll Assistant III PR 5EN (\$42,137-\$48,611) FN: Recruitment at \$44,007/DPW employees paid in the following range: \$44,007-\$48,641 (Nine Positions – DPW-Admin)	Payroll Assistant 3 PR 5NN (\$55,116-\$66,877) FN: Recruitment at \$58,819 (Nine Positions – DPW-Admin) (One Position - MWW)
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Duties and Responsibilities – DPW Administration (9 positions)

The Personnel Payroll Assistant III supports Finance, Planning, and Human Resources functions of the Department of Public Works by, including time entry and reporting.

Record Maintenance, Timekeeping, and Adjusting

- Enter, track, and maintain employee personnel, payroll, and benefit records using Oracle's Peoplesoft Human Capital Management (HCM) software. This information includes rate increases, promotions, transfers, new hires, separations, special adjustments, deduction information, leave benefit information, and various other personnel changes.
- Update PeopleSoft for those employees returning to work from a leave of absence. Audit vacation, holiday, service dates, and other benefits.
- Enter, review, edit, and audit biweekly time cards for employees in accordance with Department of Employee Relations Rules, Payroll Administration rules, Department Policy, and labor agreements prior to submission to City Hall for processing.
- Communicate with various work locations on changes that need to be made in the time entry system to ensure accuracy in timecards.
- Prepare payroll hours, salary dollars and benefits adjustments. Calculate and enter retroactive and special-pay adjustments. Complete time and pay adjustments for payroll errors and corrections. Process jury duty buy-back payments and prepare dollar adjustments for the payments.
- Process employee separations and retirements. Input or audit final time card to the time entry system to ensure correctness. Calculate final payments due to employees. Prepare of pension info sheets for the pension office.
- Make special monthly, quarterly, and year-end payments and ensuring compliance with City benefits and pay practices. This includes but is not limited: SLCIP

Reporting and Monitoring

- Generate and audit reports on a bi-weekly basis. These reports include, but are not limited to: Time Owed and Allowed, and Payroll Register report.
- Maintain absences and leave balances including print reports and maintaining the database. Process and maintain and filing supporting documentation. Follow up with managers and employees regarding required documentation.
- Monitor and maintain records of employees on military leave. Communicate with those employees and making proper notifications when they will be returning from leave, and processing necessary pay adjustments when members return.

Office and Administrative Support

- Provide support to managers and employees regarding departmental policies and procedures.
- Answering phone calls, emails and providing written documentation of inquiries from employees.
- Provide new employee orientation support.

Duties & Responsibilities – Milwaukee Water Works (1 position)

The Personnel Payroll Assistant III supports the Water Payroll Specialist of the Department of Public Works (DPW) by onboarding new hires and by processing payroll, including time entry and reporting.

Record Maintenance, Timekeeping, and Adjusting

- Enter, review, edit, audit and approve time using the City's online time entry system.

- Enter employee personnel/payroll/benefits records using PeopleSoft HRMS.
- Prepare payroll hours, salary dollars and benefits adjustments. Calculate retroactive and special-pay adjustments.

Reporting and Monitoring

- Maintain absences and leave balances including print reports and maintaining the database. Process and maintain and filing supporting documentation. Follow up with managers and employees regarding required documentation.
- Provide new employee orientation support. Generate and reconcile reports such as time owed and allowed, sick leave incentive and payroll registers.
- Provide support to managers and employees regarding departmental policies and procedures. Answering phone calls, emails and providing written documentation of inquiries from employees.
- Serve as backup to Water Payroll Specialist and other duties as assigned.

Minimum requirements include four (4) years of progressively responsible experience as an accounting assistant or personnel payroll assistant. Experience with City of Milwaukee payroll and personnel requirements is highly desirable.

(Minimum requirements have not yet been assessed by the DER Staffing Division)

Payroll Clerk, ERI

All Incumbents	10th Percentile	25th Percentile	Mean	75th Percentile	90th Percentile
Level 1	\$41,384	\$44,318	\$48,336	\$51,868	\$55,606
Level 2	\$46,509	\$49,748	\$54,183	\$58,178	\$62,416
Level 3	\$53,152	\$56,811	\$61,827	\$66,461	\$71,387

ERI as of 5/16/2023

Levels	Description
Level 1	Beginning Level. Employees in this first (1st) level satisfy the basic job requirements. As the employee gains knowledge and experience, the work reviews, checks, and supervision may be reduced. Complexity or variety of work is typical, and there are no additional technical, mathematical, or scientific requirements beyond the basic requirements at this first (1st) level. Some organizations refer to level 1 as the entry level of the job. Typically requires experience and advanced specialized training.
Level 2	Intermediate Level. Employees in this second (2nd) level require greater knowledge, training, and/or experience than level 1. The amount of work review, checks, and supervision are less for an employee at level 2 than at level 1. Complexity or variety of work is moderately higher than level 1 and may involve greater technical, mathematical, or scientific skills than level 1. Some organizations refer to level 2 as the intermediate level. Typically requires experience and advanced specialized training.
Level 3	Senior Level. Employees in this third (3rd) level require greater knowledge, training, and/or experience than level 2. The amount of work review, checks, and supervision are less for an employee at level 3 than at level 2. Complexity or variety of work is higher than level 2 and may involve greater technical, mathematical, or scientific skills than level 2. The scope of assignments may vary when compared to level 2. Some organizations refer to level 3 as the senior level. Typically requires experience and advanced specialized training.

ERI defines the duties and responsibilities of the Payroll Clerk as:

- Compiles and enters payroll data, such as hours worked, sales or piecework, taxes, insurance, union dues to be withheld, and employee identification number from time sheets and other records; ensures employees are paid accurately and on time; and keeps payroll files up to date.
- Checks time-worked inputs for calculating, coding, or other errors and makes applicable changes.
- Understands Federal, State, and local wage and hour policies and employment tax laws; and performs action necessary to determine pay and deductions including Federal and State taxes, insurance, retirement, union dues, savings, and other deductions.
- Compiles payroll data, enters data, computes and posts wages, and reconciles errors to maintain payroll records.
- Monitors computer reports alerting appropriate personnel to problems or errors, troubleshoots and reconciles errors, and maintain payroll records.
- Prepares computer input forms, enters data into computer files, or computes wages and deductions, and posts to payroll records. Records changes affecting net wages, such as exemptions, insurance coverage, and loan payments for each employee, to update master payroll records.
- Records data concerning transfer of employees between departments.
- Processes wage garnishments and direct deposits for employees as needed. Processes W-2 forms for employees at the end of each calendar year.
- May prorate expenses to be debited or credited to each department for cost accounting records.
- May prepare periodic reports of earnings, taxes, and deductions.
- May keep records of leave pay and nontaxable wages.
- May prepare and issue paychecks.

Analysis and Recommendation

Across the different departments studied, payroll staff perform both the same types of tasks and also tasks unique to their department or section. Volume varies through tasks – adjustments, HRIS transactions, number of employees, etc and complexity similarly varies, some tasks have high volume with low complexity and also the opposite – low volume with high complexity. Simply stated, payroll positions now fall over a spectrum not entirely encompassed in the current Personnel Payroll Assistant series classifications. A new structure is recommended with accompanying pay rates.

All studied titles perform difficult payroll processing for larger organizational units (over 250 employees). They process payroll for multiple employee groups/bargaining units, maintain records for multi-titled employees and processes multiple time cards. They maintain complex position and job data, pay data, and personal data in the HRIS system. They often perform complex reporting and monitoring functions related to wages, benefits, and/or union business.

Personnel Payroll Assistant III level positions hold a greater scope of responsibility, which not only includes complex and difficult payroll processing, the maintenance of personnel records, and benefits administration, but also leading training for new and incumbent employees on how to use payroll and HRIS systems and general human resources administration on a paraprofessional level. They also compile and create special reports of a more complex nature that may affect special payments or benefits to employees.

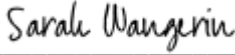
The knowledge base associated with this level consequently must be broader in terms of employment laws, policies, and procedures, than that of a Personnel Payroll Assistant II. Likewise, interpersonal skills must be at a higher level to effectively interact with employees, managers, and the public.


The Human Resources Assistant is similar to the Program Assistant III classification in variety of duties and responsibilities to support a significantly complex program or area of operations within a City department. Traditionally a Human Resources Assistant supports Human Resources, Payroll, and/or related functions in departments. In addition to requiring the equivalent knowledge and skill normally obtained with an associate's degree and two years of specialized experience in a human resources function, these positions require an extensive knowledge of technical and/or administrative information. These positions also have extensive relationship responsibility for the complex program or area of operation.

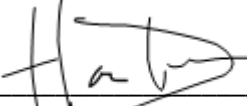
The Human Resources Assistant in the Department of Public Works – Administration with a focus on Payroll is able to perform the functions of the Personnel Payroll Assistants in addition to overseeing and auditing some of those functions for the entire team. The position serves as the most senior member of the payroll team, with only true supervisory and managerial titles holding more authority. A differential in pay is recommended to reflect the lead work performed and the responsibility level related to personnel and payroll database maintenance including absence monitoring and providing Worker's Compensation data.

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

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

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