



Department of Employee Relations

**Tom Barrett**  
Mayor

**Maria Monteagudo**  
Director

**Michael Brady**  
Employee Benefits Director

**Deborah Ford**  
Labor Negotiator

February 23, 2015

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

Dear Committee Members:                      Re: Common Council File Number **141650**

The following classification and pay recommendations will be submitted to the City Service Commission on **February 24, 2015**. We recommend these changes subject to approval by the City Service Commission.

In the City Attorney's Office, one position of Docketing Specialist, Pay Range 6KN is recommended for reallocation to Pay Range 6NN.

In the Department of City Treasurer's Office, one new position is recommended for classification to Tax Collection and Enforcement Coordinator, Pay Range 1EX and one new position is recommended for classification to IT Support Specialist, Pay Range 2EN.

In the Municipal Court, four positions of Court Services Assistant II, Pay Range 6EN are recommended for reclassification to Court Services Assistant III, Pay Range 6FN.

The job evaluation reports covering the above positions, including the necessary Salary and Positions Ordinance amendments, is attached.

Sincerely,

  
**Maria Monteagudo**  
Employee Relations Director

MM:fcw

Attachments: 3 Job Evaluation Reports  
Fiscal Note

C: Mark Nicolini, James Carroll, Dennis Yaccarino, John Ledvina, Deborah Ford, Nicole Fleck, Grant Langley, Linda Burke, Vincent Moschella, Miriam Horwitz, Danielle Bergner, Richard Withers, Linda Beckham, Spencer Coggs, James Klajbor, Sheldyn Himle, Jane Islo, Lisa Walker Yvonne Holman, Boyd McCamish, Kenneth Wischer, Daniel Panowitz, Calvin Lee and Penni Secore (DC 48)



**JOB EVALUATION REPORT**

City Service Commission Meeting Date: February 24, 2015

**CITY ATTORNEY'S OFFICE**

Current	Request	Recommendation
Docketing Specialist PR 6KN (\$38,629 - \$45,391)	To Be Studied	Docketing Specialist PR 6NN (\$38,628 - \$51,547) Recruitment at \$45,013

**Action Required – Effective Pay Period 22, 2014 (October 12, 2014)**

In the Salary Ordinance, under Pay Range 6KN, delete the title “Docketing Specialist” and under Pay Range 6NN, add the title “Docketing Specialist (4).”

**Background and Overview**

The City Attorney’s Office originally requested a classification study of their Legal Office Assistant positions. The position of Docketing Specialist in Pay Range 6KN was later added to the recommendations in the study as it had been equated with the level of Legal Office Assistant III in the past. A report was submitted to the City Service Commission for the November 25, 2014 meeting recommending a reallocation to Pay Range 6LN (\$40,501-\$46,724) with a recruitment rate of \$43,000, the same rate recommended for two of the Legal Office Assistant III positions.

At the November 25, 2014 meeting the position of Docketing Specialist was removed from the report as the Department indicated their plan to request further study of the Docketing Specialist position apart from the Legal Office Assistant III classification. A report regarding the Docketing Specialist position was submitted to the City Service Commission for the December 9, 2014 meeting recommending a reallocation to Pay Range 5FN (\$40,516 - \$48,248) with a recruitment rate of \$42,539 and the incumbent appealed.

Further discussions were held with the Department to address some of the concerns raised by the incumbent. Throughout this process a new job description and job analysis questionnaire were provided, a job audit was conducted with the incumbent, and discussions were held with Richard Withers, Special Assistant to the City Attorney.

**Duties and Responsibilities**

The Docketing Specialist is responsible for classifying, entering, and tracking all court and administrative cases in the City Attorney’s case management software; docketing relevant documents; distributing daily calendars; creating and running reports for court and administrative cases; closing and filing court and administrative cases; identifying potential conflicts of interest in representation; coordinating records retention; training, monitoring and assisting staff on the case management software; assisting with setting up the case management system and individually administering the functions of docketing, and staff usage and rights. Duties and responsibilities include the following:

- 50% Docketing – review documents and open hard files as electronic case management entries are made of necessary information for tracking, calendaring and monitoring; identify potential conflicts of interest; research court and agency requirements for deadlines, hearing, depositions, and appointments; advise staff on data entry requirements; and oversee docketing activities related to legal services including opinions, advice, document drafting and research requests.
- 25% Maintenance of Case Management System – create and maintain docket types and categories; administer security and identification access for attorneys and staff; administer system features and functions; create queries and report templates; and perform daily monitoring for data corruption and errors.
- 20% Record Retention – coordinate the closing, boxing, transporting, storage and retrieval of files. This includes hard copies, electronic copies and original documents of pleadings, motions, briefs, memoranda, and exhibits.
- 5% Other Duties – participate in general office functions and attend staff meetings.

The Docketing Specialist was last studied in 2005 along with the Legal Office Assistant positions. At that time, a pay range adjustment for the Legal Office Assistant III classification and a higher pay range for the Docketing Specialist classification were approved. As a result both classifications were placed in Pay Range 450. This was changed to Pay Range 6KN when the Salary Ordinance was recreated in 2012.

This position has evolved and now has more responsibility for training and coordinating of docketing, case management and records retention. This position may assist anyone in the Department with the usage of the "Prolaw" system and has created written instructions for specific areas. This position has also had to develop new methods in retrieving records quickly and accurately to respond to the increasing number of requests for public records. In performing this job it is important that the position have an extensive knowledge of local, state, federal and appellate court rules, laws and procedures to be able to accurately input information regarding cases into the docketing system and obtain correct deadlines for submitting materials.

In light of further discussions with the Department comparisons were made to several positions in the City including the following:

Program Assistant II, Pay Range 5FN (\$42,539 - \$48,248)

These positions perform a variety of duties and responsibilities to support a program or area of operations within a City department. These positions may function as a group leader and are required to analyze information in contrast to just gathering or compiling information.

Legal Office Assistant – Lead, Pay Range 6NN (\$45,013 - \$51,547)

These positions perform a variety of higher level secretarial and administrative support functions, serve as an executive secretary to a Deputy City Attorney, and may perform as a leadworker.

Tax Enforcement Specialist, Pay Range 6NN (\$45,013 - \$51,547)

These positions coordinate and monitor collection agent services for the City Treasurer's Office related to property tax collection matters; coordinate the Department's delinquent tax enforcement actions; and administer tasks related to vacated judgments taken by the City to

enforce the collection of delinquent property taxes including the preparation of documents and mailings.

Paralegal, Pay Range 5JN (\$47,095 - \$57,144)

These positions perform a variety of duties to assist Assistant City Attorneys including investigating and analyzing facts in connection with litigation, preparing memorandums regarding their investigations, interviewing and preparing witnesses, drafting pleadings and preparing affidavits, assisting in writing briefs, organizing complex litigation files, collecting and organizing facts for trial preparation, and conducting research in areas such as relevant court decisions and legislative documents.

As the position of Docketing Specialist is somewhat unique there is no perfect match but there are some similarities in work and the knowledge needed to perform to the classifications of Legal Office Assistant Lead and Tax Enforcement Specialist in Pay Range 6NN. The Legal Office Assistant Lead positions must also have an extensive knowledge of local, state, federal and appellate court rules, laws and procedures to be able to perform their work as Executive Secretaries to the Deputy City Attorneys. The Tax Enforcement Specialist positions must have an extensive knowledge of relevant state statutes and City ordinances; knowledge of legal, property tax and real estate terminology and processes; an ability to properly prepare legal documents and to analyze and resolve difficult issues such as questions of ownership and possible land contamination; and good communication and interpersonal skills as these positions confer with taxpayers and their legal counsel, City departments, and elected officials regarding tax enforcement actions.

Although the Tax Enforcement Specialist positions are focused on a particular area they have a stronger responsibility for interacting with others on a difficult topic. Although the Legal Office Assistant Lead positions do not have the department-wide responsibility of docketing they are responsible for providing high level administrative support to the Deputy City Attorneys. In balancing the duties and responsibilities of these positions we recommend that the Docketing Specialist be in the same Pay Range of 6NN with the same recruitment rate of \$45,013.

We therefore recommend the position of Docketing Specialist in Pay Range 6KN (\$38,629 - \$45,391) be reallocated to Pay Range PR 6NN (\$38,628 - \$51,547) with a recruitment rate of \$45,013.

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

Reviewed by: *Andrea Knickerbocker*  
Andrea Knickerbocker, Human Resources Manager

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

### JOB EVALUATION REPORT

City Service Commission Meeting: February 24, 2015

#### City Treasurer's Office

Current	Request	Recommendation
New Position	Tax Collection and Enforcement Coordinator PR 1EX (\$58,462 - \$81,844)	Tax Collection and Enforcement Coordinator PR 1EX (\$58,462 - \$81,844)
New Position	Business Analyst – Senior PR 2EX (\$45,306-\$63,426)	IT Support Specialist PR 2EN (\$45,306 - \$63,426) Recruitment is at \$50,716

#### Action Required

In the Salary Ordinance, under Pay Range 1EX, add the title "Tax Collection and Enforcement Coordinator."

In the Positions Ordinance, under City Treasurer, delete one position of "Network Coordinator Associate" and add one position of "IT Support Specialist."

#### Background

Last month the Department of Employee Relations received a request from James Klajbor, Deputy City Treasurer, to classify these two positions. The department has stated that, due to major changes in information systems that will take place during the next 11 months, it is in the best interest of the department to appoint individuals currently employed by the Treasurer's Office to these jobs who possess in-depth knowledge of tax collection and enforcement processes and the information systems used by the department.

In studying this request, revised job descriptions prepared by the department were reviewed and discussions were held with the aforementioned Deputy City Treasurer and Kerry Urban, Special Assistant to the City Treasurer, the manager responsible for all tax collection and enforcement operations.

The following indications of the scope of work performed by the Treasurer's Office, particularly the "Tax Collection and Enforcement Coordinator," who will play a critical role in administering the department's automated systems, provides a context for the consideration of these two positions. Each year, the City Treasurer produces nearly 530,000 tax bills and collects approximately \$800 million in property taxes. The Department also monitors over 7,000 tax delinquent accounts totaling over \$23 million; and monitors 3,000 active bankruptcy cases and files five *in rem* tax foreclosure actions annually encompassing over 1,100 tax-delinquent parcels. The production of tax bills is extremely time sensitive and all of these operations require extreme accuracy. As may be surmised, the proper functioning of electronic systems is therefore critical to the department's operations.

**Current:**                **New Position**  
**Requested:**        **Tax Collection and Enforcement Coordinator, PR 1EX (\$58,462 - \$81,844)**  
**Recommended:** **Tax Collection and Enforcement Coordinator, PR 1EX (\$58,462 - \$81,844)**

Reporting to the Special Assistant to the City Treasurer, this new position will be responsible for administering the automated tax collection system, special improvement bond system, iNovah cashiering system, and maintaining all employee workstations with a staff of six employees, two of whom are information technology professionals. During the next 11 months, the individual appointed to this position will face a significant challenge as the department replaces its tax collection system and cashiering systems. This will require strong project management skills in working with a team from ITMD, supervising employees, and managing vendors selected for the project.

The job description prepared by the department provided the following minimum requirements for the job:

A bachelor's' degree information management, computer science, mathematics, business administration or closely related field and four years of experience managing a professional staff performing complex data-dependent operations in either a mainframe or microcomputer environment.

The knowledge, skills, and abilities required, as indicated by this job analysis, are as follows:

- Knowledge of database concepts, legacy systems, and client-server systems and applications development
- Ability to coordinate production methods, people, and resources to achieve a goal
- Knowledge of leadership concepts, human resources, and employee relations
- Skill in designing, developing, and executing applications using existing software and computer systems currently in use
- Ability to supervise, coach, motivate, develop, and direct people as they work, identifying the best people for the job.
- An ability to explain and convey ideas and instructions
- Ability to maintain good public relations with department staff, taxpayers, government agencies, other City departments, and outside contractors
- Ability to perform work accurately during times of high work volumes
- Ability to meet deadlines

Although these requirements have not been validated for purposes of recruitment and hiring, they are consistent with the job analysis conducted for this report.

Considering the scope of responsibility exercised by the job under consideration as described on the previous page and consequence of error, which is an aspect of responsibility, it appears appropriate to recommend classifying this job at the pay range requested, which is Pay Range 1EX, \$58,462 - \$81,844. Allocation to this pay level will place the position slightly below the systems administrator for the Municipal Court and Milwaukee Public Library and at the same level as the systems administrator for the City Clerk/Common Council.

It is therefore recommended that this new position be classified as a Tax Collection and Enforcement Coordinator and placed in Pay Range 1EX, \$58,462 - \$81,844.



professional-level information technology positions performing a variety of duties and responsibilities supporting the day-to-day administration of information systems in a particular department or area of operation. It was intended that entry into this series would require a bachelor's degree in information technology or a related area or an equivalent amount of education and work experience. As employees in these jobs gained more knowledge, skills, and competencies, they would be eligible to promotion to higher levels in the series.

Depending upon their particular work assignment, IT Support Specialists perform the following types of duties: configuring, testing, maintaining, and resolving issues related to a local area network; troubleshooting issues in support of users; installing, testing, monitoring, upgrading, troubleshooting and repairing computer systems, networks and peripherals; managing user account information, including rights, security and systems groups; maintaining inventories of hardware, software, and associated licenses; researching new hardware and software; and training and supporting users. These positions are found in both the Department of Administration's Information Technology and Management Division (ITMD) as well as "operating departments" outside of ITMD. Entry into this series was intended to require a bachelor's degree in information technology or related area or an equivalent combination of education, training, and work experience.

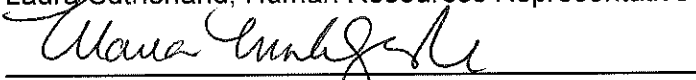
It is the goal of Employee Relations to use this classification framework to classify new information technology positions and also recommend new titles for currently existing positions when appropriate. The following table illustrates this series.

IT Support Specialist Series

Title	Pay Range	Range Minimum	Recruitment Rate	Range Maximum
IT Support Specialist-Lead	2HN	\$54,865	\$63,569	\$76,806
IT Support Specialist-Senior	2GN	\$51,469	\$56,767	\$72,063
IT Support Specialist	2EN	\$45,306	\$50,716	\$63,426
IT Support Associate	5GN	\$41,610	\$42,185	\$49,946

The department has requested that this new position be classified as a "Business Analyst-Senior" in Pay Range 2EX. As indicated in the foregoing, the nature of work performed by this position falls squarely into the IT Support Specialist series. Further, due to the fact that the position appears to require previous work experience, as reflected in its job description, we recommend that it be classified as an IT Support Specialist in Pay Range 2EN.

Prepared by:   
Laura Sutherland, Human Resources Representative

Reviewed by:   
Maria Monteagudo, Employee Relations Director



## JOB EVALUATION REPORT

City Service Commission Meeting: February 24, 2015

### Municipal Court

Current	Request	Recommendation
Court Services Assistant II PR 6EN (\$28,267 - \$35,922) Recruitment is at \$30,529 Four positions	Study of position	Court Services Assistant III PR 6FN (\$30,530 - \$38,406) Recruitment is at \$34,717 Four positions

### Action Required

In the Positions Ordinance, under Municipal Court, Management and Administration, delete four position of Court Services Assistant II and add four positions of Court Services Assistant III.

### Background

In July of 2013, the Chief Court Administrator, Sheldyn Himle, requested the assistance of Employee Relations in reviewing its proposal to restructure job classifications in its Reception Section and Administrative Services Section. This request was subsequently delayed by the department until the fourth quarter of 2014.

At present, Court Services Assistants II, III, and IV work in both areas, with the "journeylevel" in the Administrative Section established at the level of Court Services Assistant II and the "journeylevel" of the Reception Section set at Court services Assistant III. The goals of the Court's proposal are to increase its operational efficiency and enhance customer service, particularly in response to fluctuating workloads. Some 800 individuals conduct business in the Municipal Court each day. The immediate mechanism for achieving these goals is to create one broad job classification for both Sections, with the same duties and responsibilities, at the same level of pay. Once this has been implemented, the Administrative and Reception Sections will be merged. In the future, the concept of creating one broad job classification may be extended further by creating a career ladder to further enhance the knowledge, skills, and flexibility of the Court's workforce.

The primary driver of this restructuring is the implementation of electronic systems for scanning, storing, and retrieving the large number of documents associated with Court cases. As a result of these electronic systems, a separate group of employees is no longer required to prepare physical files and, at the same time work processes have changed in both Sections.

The materials submitted with this request were comprehensive and detailed and included the following items:

- The rationale/justification for the request
- An implementation process consisting of two phases
- Current and proposed organizational structure

- Current and new job descriptions
- A summary of the differences and similarities between the duties and responsibilities of Court Services Assistant II in the Administrative Section and Court Services Assistants III in the Reception Area

In accordance with established practice, employees performing the work in both the Administrative and Reception Sections were interviewed at their worksite to obtain detailed information about their duties and responsibilities, observe work being performed, and examine work products. Employees in the Reception Section were observed performing check-in duties. They assisted people, whether being seen in Court or not, by answering their questions, providing information and documents, verifying information regarding cases and personal information, looking up information in the Court's system, and correcting information as needed. At the same time, they answered telephone calls from the public as they were able. In addition, discussions were also held with the following management representatives:

- Sheldyn Himle, Chief Court Administrator
- Jane Islo, Assistant Court Administrator
- Mary O'Connor, Administrative Services Supervisor
- Kathleen Stahowiak, Management Accounting Specialist

### **Organizational Structure**

The Municipal Court has five major sections: Reception, Administrative Services, Cash Control and Accounting, Courtroom Proceedings, and Information Technology. Listed below are the staff associated with Administrative Services, Reception, and Cash Control and Accounting.

#### Administrative Services

1 Court Services Assistant IV  
1 Court Services Assistant IV (A) [Position requires English-Spanish interpreter skills]  
1 Court Services Assistant III  
4 Court Services Assistant II

The Court Services Assistant IV (A), in addition to performing the duties associated with case preparation, also works in the Reception Section as needed, performs cashiering duties, and serves as the Court's Spanish interpreter. The other IV-level position functions as a section leader. The Court Services Assistant III position functions as an assistant section leader.

#### Reception

1 Court Services Assistant IV  
3 Court Services Assistant III

The Court Services Assistant IV position functions as a section leader.

#### Cash Control and Accounting

1 Accounting Assistant III  
4 Accounting Assistant II

The Accounting Assistant III position functions as a section leader.

The number of positions and job classifications in these two Sections reflect the Court's organization and work processes as they existed approximately 15 years ago, when the Court Services Assistant series was created in late 2000. Many changes have taken place since that time in information technology, legislation affecting the Court's operations, and work procedures. One of the most significant changes was the recent implementation of a new electronic case management system and a document imaging system. The introduction of these systems has drastically reduced the amount of labor required to prepare, store, manage, and retrieve physical files to the extent that a separate "records area" with its complement of employees is rapidly becoming obsolete.

### **Duties and Responsibilities**

The department has requested that three positions in the Administrative Services Section be reclassified to Court Services Assistant III. The main consideration of this report, then, is whether the duties and responsibilities of Court Services Assistants in the Reception Section can be logically combined with those in Administrative Services.

The major areas of responsibility for Court Services Assistants in the Administrative Services Section are as follows:

- Providing information and assistance to all those who use the Courts services--defendants, attorneys, Police Officers, coworkers, employees in other court systems, and members of the public regarding Court procedures and policies, the status of cases, hearing dates, and other related information.
- Entering information regarding cases into the Court's electronic case management system
- Scheduling cases, rescheduling cases, and following up on unscheduled cases
- Preparing records related to cases for Court appearance
- Preparing physical files for electronic storage and retrieval
- Processing incoming correspondence and responding to requests for information and documents

The many duties associated with each of these areas are interconnected and somewhat complex. Each day the Section receives many reports, letters, faxes, citations, and emails from myriad sources--attorneys, the Milwaukee Police Department, other law enforcement agencies, the City's Department of Neighborhood Services, Office of the City Attorney, and facilities having custody of persons. Court Services Assistants rapidly review each communication, identify relevant information, locate the case to which the information pertains, and enter relevant information into the Court's case management system. They also correct errors as needed, provide administrative extensions as warranted, schedule and reschedule hearings, follow-up on unscheduled cases, process documents for the Court Alternative Program, process personal recognizance bonds, redact information in response to requests for documents, distribute court calendars to Court branches each morning, and perform a number of other duties related to case management.

They also scan documents into the system, which requires knowledge of Court processes, the ability to read and understand the contents of documents, and an ability to accurately and properly enter information about cases so they may be easily retrieved in the future. They also process Certificates of Service, Subpoenas, and adjournment requests for the City Attorney's Office, and other documents. Most work is performed according to strict deadlines and all information entered or scanned must be extremely accurate.

Whereas Court Services Assistants in the Administrative area provide assistance to customers primarily over the phone, employees in the Reception Section provide information and assistance to customers in person all day. The Court sees approximately 800 individuals per day, one-half of whom arrive on a walk-in basis without a scheduled hearing. Court Services Assistants in the Reception Section answer many questions from defendants and attorneys about hearing dates, Court procedures and policies, and provide information and documents to those being seen in Court. It was observed and later verified by employees that many defendants, perhaps one-half, arrive in Court without a document indicating the case or cases that bring them to Court. Assistants must then determine which case or cases have brought them to Court. As with all other cases, they also ensure that all identifying information in the system is correct by adding information or correcting such. They also direct defendants and attorneys to the correct courtroom and keep bailiffs informed of witnesses, defendants, the volume of cases, and other issues that could affect Courtroom proceedings. At the same time they are checking people in to different courtrooms, these Court Services Assistants also answer telephone calls from the public.

One of the significant challenges associated with this particular job is the sheer volume of individuals appearing in Court each day each of whom must be properly identified and checked in. As previously described, many times these check-in duties are less than straightforward. Due to the number of people being seen in Court, long lines form on some days and at certain times. Although communicating with most individuals proceeds smoothly, a small minority of people present challenges. Language barriers, angry behavior, and irrational behavior contribute to difficult customer service situations. In the rare event that a defendant causes a disturbance, two Police Officers assigned to the building's security station can respond quickly to any situation. Before entering the Court's Reception Section these Police Officers search bags and belongings and require everyone entering to pass through a metal detector.

### **Knowledge, Skills, Abilities, and Competencies**

Noteworthy knowledge, skills, abilities, and competencies needed to successfully perform the duties and responsibilities of a Court Services Assistant in the Reception Section are as follows:

- The ability to provide information and assistance to individuals, some of whom may be upset, in an empathetic manner
- The ability to respond to work situations in a calm manner
- The ability to use specialized information technology systems and standard office hardware and software
- The ability to perform several duties and tasks at the same time
- Knowledge of court procedures and legal terminology

- Ability to read and understand legal documents
- Ability to verify the completeness and accuracy of legal documents
- The ability to maintain strict confidentiality, when appropriate
- The ability to perform several tasks simultaneously

The most notable knowledge, skills, abilities, and competencies associated with Court Services Assistants in the Administrative Services Section are as follows:

- Extreme attention to detail in reading written materials, entering information in an electronic case management system, indexing documents during scanning, redacting documents, and certifying documents
- Knowledge of legal terminology and Court proceedings
- The ability to perform several tasks simultaneously
- The ability to provide assistance and information to individuals who call the Court in an empathetic manner
- The ability to work quickly and effectively
- The ability to organize one's work and manage one's time to meet strict deadlines

It should be noted that the KSAs listed here have not been validated for purposes of staffing.

### **Analysis**

In comparing the duties, responsibilities, and KSAs of Court Services Assistants in the Reception Section with those in Administrative Services, the job analysis indicates that there are several similarities between the two; employees in both areas use the same case management system, require a similar degree of knowledge about Court processes, update and correct information in the case management system, and provide information and assistance to members of the public over the phone.

Court Services Assistants II in the Administrative Section are compensated at the same level as Office Assistants II; which is almost the most basic level of the Office Assistant series consisting of Office Assistant I, II, III, and IV. New Office Assistants are typically hired at the "I" level and, by virtue of their previous work experience, are usually promoted to the II level after 6 months on the job. For this reason, this level of work in the Office Assistant series may be thought of as Office Assistant I/II.

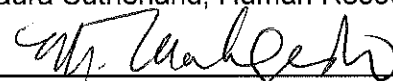
Office Assistants at the II level perform what could be considered "standard" office and clerical work requiring the use of standard office equipment and knowledge of an area's operations. Office Assistant IIIs, on the other hand, perform "diverse and complex duties involving the application of standard procedures". They "select and interpret data," demonstrating "a thorough knowledge of departmental and organizational policies and procedures." In addition, Office Assistant IIIs screen telephone calls, answer questions and provide information. Some telephone and in-person work "maybe difficult due to the nature of questions or customers served." They also use advanced features of software to produce complex documents. They may work with others as part of a team or guide and check the work of others. The III level requires four years of work experience, six months of which must have been at the II level. (Source: Office Support and Related Job Classifications in City Government, April 25, 1996)


The job analysis indicates that the knowledge and skill required to successfully prepare cases for Court requires a higher degree of knowledge and skill and is imbued with a higher degree of responsibility, especially in terms of consequence of error, than of positions assigned to the Office Assistant II job classification. For that reason, reclassifying Court Services Assistants II to Court Services Assistant III in the Administrative section appears appropriate. It also appears reasonable and practicable to combine the jobs of Court Services Assistants in the Administrative Services Section and Reception Section as requested by the department.

### Recommendations

It is therefore recommended that three positions of Court Services Assistant II in the Administrative Services Section be reclassified to Court Services Assistant III, as requested by the department. Employees in these jobs will remain at the level of a Court Services Assistant II until they are able to perform the level of duties and responsibilities associated with the III level. Employee Relations will work with the department to develop the criteria for promotion.

Prepared by:   
Laura Sutherland, Human Resources Representative

Reviewed by:   
Andrea Knickerbocker, Human Resources Manager

Reviewed by:   
Maria Monteagudo, Employee Relations Director