



Department of Employee Relations

April 2, 2003

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 021717

The following reclassification was approved by the City Service Commission on April 1, 2003:

In the Health Department, one vacant (grant-funded) position of Office Assistant II, Pay Range 410, was reclassified to Office Assistant III, Pay Range 425.

The Job evaluation report covering the above position, including the necessary Positions Ordinance amendment, is attached.

Sincerely,

Florence H. Dukes
Employee Relations Director

FHD:pb

Attachments: Job Evaluation Report
 Fiscal Note

c: Frank Forbes, Sandra Rotar, Dr. Seth Foldy, Bevan Baker, Maria Monteagudo, Kristina White, Richard Abelson, John English, John Garland and Robert Klaus

JOB EVALUATION REPORT

City Service Commission Meeting Date: April 1, 2003

Incumbent: Vacant

Department: Health

Present	Request
Title: Office Assistant II	Title: Office Assistant III
Salary: Pay Range 410 (\$24,928-\$29,332)	Salary: Pay Range 425 (\$28,348-\$31,360)
Step: Not Applicable	Source: Department
Recommendation: Title: Office Assistant III Salary: Pay Range 425 (\$28,348-\$31,360)	
Rationale: This recommendation is based on the new duties and responsibilities that this position has taken on such as reviewing and closing cases according to established criteria, determining what information can be released to clinics and physicians, processing requests for medical information and directing and overseeing the work of another support staff position. The level of these new duties and responsibilities are consistent with the position description for Office Assistant III.	
History of Position: This grant funded position was last studied as part of the 1995-96 City-Wide Support Staff Study when the title was changed from Clerk Typist II in Pay Range 410 to Office Assistant II in Pay Range 410.	

Action Required:

In the 2003 Positions Ordinance, under Health Department, Home Environmental Health Division, Childhood Lead Detection Program, delete one position of Office Assistant II (Z) and add one position of Office Assistant III (Z).

Background:

The Department of Employee Relations received a letter dated November 8, 2002 from Seth Foldy, Commissioner-Health, requesting a classification study of three grant funded positions assigned to the Home Environmental Health Division. In addition, Dr. Foldy requested one new position of Program Assistant II be studied for proper classification. The new position was reported on at an earlier meeting. This position is being reported on separately from the other two positions since it is currently vacant and the Health Department would like to have the classification determined before they recruit for the position. A report on the other two positions will follow at a future meeting. Discussions about this position were held with the former incumbent, Myrna Kwiatkowski, Program Assistant II, the position's supervisor, Kristina White, Public Health Nurse Supervisor, and Maria Monteagudo, Health Personnel Officer.

Duties and Responsibilities:

The basic function of this position is to assume lead responsibility for completion of program related activities including provision of clerical support, planning for the completion of work, assigning work activities and directing and training other office assistant staff in the area of nursing case management and clinical coordination. The duties and responsibilities are as follows:

- 40% Assume leadership for multiple clerical functions in the nursing case management and clinical coordination area of the Childhood Lead Poisoning Prevention Program including daily oversight and delegation of blood lead data entry into STELLAR database and filing of laboratory reports, community information requests and program records, answering and triaging phone calls, and maintaining system for organizing daily Public Health Aide activity logs and Public Health Nurse direct service logs.
- 30% Implement program policies and procedures for quality control of data entry and program systems including reviewing accuracy of daily lab data entry and reports generated, contacting laboratories and private medical providers to check for additional lab tests, reporting of requested blood lead results from Milwaukee Health Department Lab to medical providers, assist with maintaining accurate address histories on children and communicating this information to appropriate lead program staff.
- 15% Responsible for periodic review and updating of various databases and case records including updating new case database, maintaining monthly schedule of letters sent to parents/guardians, updating Nursing Coordinator Case Management Record through STELLAR investigation, and providing support to research projects by closing Housing and Urban Development (HUD) records in STELLAR database and updating the Public Health Aide caseload database.
- 10% Responsible for processing requests from multiple community agencies for child blood lead histories including receiving and processing requests from Head Start, child care centers, Women, Infant, Children (WIC) Clinics, and Milwaukee Public Schools (MPS), implementing appropriate Milwaukee Health Department policies and procedures regarding confidentiality of medical records and receiving and responding, upon the Nursing Supervisor's approval, requests for child information from legal agencies.
- 5% Perform other related duties as assigned.

This position requires four years of clerical experience with at least one year of experience at the Office Assistant II level or above. Job related coursework may be substituted for up to six months of the experience requirement. The position also requires an ability to plan and prioritize work, work well with co-workers in a leadership capacity, work cooperatively with program staff, supervisors and external customers/clients, handle confidential information, work in a multidisciplinary and multi-cultural environment, work under pressure of deadlines and adaptable to changes and understand and carry out departmental and organizational policies and procedures in assigned area of responsibility.

Changes in the Position:

This position has changed significantly since it was first created. The previous job description dated August 25, 1995 indicated that the position had duties consistent with the classification of Office Assistant II such as typing correspondence and referrals, conducting data entry, maintaining program files, answering telephone inquires, coordinating mailings and compiling program data. The program in which it is located originally had three Public Health Nurse Coordinators and now has only one. As a result many administrative duties have been delegated to this and other positions. Some of the new duties for this position include the review and closure of cases according to established criteria, the determination of what information can be released to clinics and physicians and the intake and processing of requests for medical information. These

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duties include complicated protocols and procedures and require a strict attention to detail and accuracy as well as sensitivity to the confidentiality of medical records. This position also directs and reviews the work of another support staff position and has direct contact with a variety of community agencies, clinics, labs, physician and attorney offices, MPS and parents of children who may have been tested for lead poisoning.

Analysis:

The changes listed above have strengthened this position. The job specification for the requested classification of Office Assistant III is as follows:

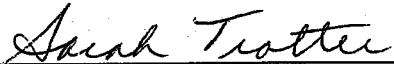
Performs diverse and complex duties involving the application of standard procedures to a variety of clerical assignments. Selects and interprets data, and demonstrates a thorough knowledge of departmental and organizational policies and procedures in assigned area of responsibility. Screens telephone calls, answers questions, and provides information. Some telephone and in-person work may be difficult due to the nature of questions or customers served. Uses advanced features of software packages on a regular basis to produce complex documents. May work with others on a team to complete special projects. May guide and check the work of other employees.


Requirements: Four years of clerical experience with at least one year of experience at the Office Assistant II level or above. Job-related coursework may be substituted for up to six months of experience requirement.

Many of the new duties such as reviewing and closing cases according to established criteria, determining what information can be released to clinics and physicians, communicating with a number of offices and agencies and directing and reviewing the work of another is consistent with the duties at the level of an Office Assistant III.

Recommendation:

Based on the above analysis, we recommend this position of Office Assistant II in the Health Department be reclassified to Office Assistant III in Pay Range 425.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Florence Dukes, Employee Relations Director

March 26, 2003