



Department of Employee Relations

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Job Evaluation Report

Fire and Police Commission Meeting: July 25, 2024

Police Department

Current	Recommended
Police Records Manager PR 1EX (\$62,041 - \$86,854) FN: Recruitment is at \$74,838 (One Position)	Police Records Manager PR 1HX (\$75,162 - \$105,223) FN: Recruitment is at \$87,973 (One Position)
Police Records Supervisor PR 1CX (\$54,619 - \$76,474) FN: Recruitment is at \$66,758 (One Position)	Police Records Supervisor PR 1FX (\$66,154 - \$92,612) FN: Recruitment is at \$76,503 (One Position)

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

Fire Department

Current	Recommended
Office Assistant IV PR 6KN (\$49,095 - \$58,914) FN: Recruitment is at \$49,399 (One Position)	Fire Records Specialist PR 5HN (\$55,728 - \$69,660) (One Position)

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

Background

The Department of Employee Relations (DER) recently conducted a market study for select professional and managerial titles in the Milwaukee Public Library (effective pay period 13, 2024 (June 9, 2024)). This report aims to examine and analyze peer titles in the Fire and Police departments that fall under a similar scope, duties and responsibilities, impact, and minimum qualifications.

Police Records Manager

Current	Recommended
Police Records Manager PR 1EX (\$62,041 - \$86,854) FN: Recruitment is at \$74,838 (One Position)	Police Records Manager PR 1HX (\$75,162 - \$105,223) FN: Recruitment is at \$87,973 (One Position)

The Police Records Manager is directly responsible for the overall efficient and effective operations of the Milwaukee Police Department (MPD) Records Management Section, including managing staff and ensuring that rules, policies, and guidelines are followed according to the National Incident-Based Reporting System (NIBRS) regulations. Duties and Responsibilities:

Records Management Oversight

- Participate in the development and implementation of goals, objectives, policies, procedures, processes, operational manuals, and systems.
- Monitor work activities to ensure compliance with established policies and procedures.

- Ensure that quality and timeliness report processing standards are met and appropriate services are provided.
- Ensure the accuracy of crime coding and statistics, and perform auditing activities to ensure compliance with state, federal, and NIBRS rules and regulations related to law enforcement records management.
- Establish staffing levels and methods for providing records management services, identify resource needs, review needs with management staff, and allocate resources accordingly.
- Plan, prioritize, assign, supervise, review, and participate in the work of staff responsible for the daily operations and activities of law enforcement records management.
- Participate in staff selection, coaching, and disciplining.
- Oversee staff training, including for the Records Management System (RMS) and NIBRS.
- Serve as the MPD liaison with the Federal Bureau of Investigation (FBI).

Administration

- Participate in the preparation and administration of the records management program budget, submit budget recommendations, and monitor expenditures.
- Oversee the preparation of analytical and statistical reports on operations and activities.
- Monitor legal and procedural developments related to law enforcement records.
- Stay apprised of trends and innovations in records management, including participating in professional associations.

Minimum qualifications include a Bachelor's degree in management, public administration, information technology, or a closely related field from an accredited college or university and Three years of progressively responsible experience performing records management in a public agency or large organization carrying out duties related to this position, including overseeing digital and physical records retention and ensuring compliance with local, state, and federal laws including one year of supervisory or lead worker responsibility.

Comparisons to the 2024 Library Management and Professional Positions Market Study

Position	Function and Minimum Qualifications
Library Services Manager PR 1HX (\$75,162 - \$105,223) FN: Recruitment is at \$87,973	<p>One <u>Library Services Manager</u> oversees the Cataloging and Database Maintenance for the Milwaukee Public Library. Incumbent directs technical processes concerned with library materials in all formats. Supervises the direction, control and planning for professional cataloging, copy cataloging and technology support staff.</p> <p>One <u>Library Services Manager</u> oversees the Acquisitions and Serials Unit and is primarily responsible for the management, leadership and operation of the technical processes concerned with collection development and the firm-order and continuations purchase of books, serials, physical media and other library materials. Manages the direction, control and planning for clerical activities necessary for orderly acquisition, claiming and processing of new materials for the library's collections.</p> <p>One <u>Library Services Manager</u> will have responsibility for the management, leadership and operation of the Business, Technology, Science, Periodicals (BTSP) Unit for the provision of high-quality services and for the selection, maintenance, and development of the Library's extensive collections in economics, business and physical sciences, natural sciences, pure sciences, health, engineering, high technology, patents, industrial standards, homemaking, and state documents. Oversees MPL's participation in the Federal Documents Depository Program.</p> <p>Minimum requirements include a master's degree in library science (MLS) or library information science (MLIS) from an American Library Association (ALA)-accredited library school and five years of progressively responsible professional librarian experience, including performing complex bibliographic, reference, and readers' advisory work.</p>

Analysis and Recommendation

A recent 2024 study of Library Professional and Managerial titles placed the title of Library Services Manager into pay range 1HX (\$75,162 - \$105,223) with recruitment at \$87,973. Library Services Managers manage, supervise, train, evaluate, organize, schedule, and oversee unit staff and workflow, including approval of assignment duties, work schedules, modeling a high level of customer service, performance management, collection counsel, and participation in staff recruitment and hiring. They also set unit priorities and goals and design objectives, outcomes, and strategies for achieving System goals.

The Police Records Manager was reclassified in 2013 from a Police Identification Supervisor title. This reclassification shifted the title away from a sworn position to a civilian title.

As the scope, impact, functions, and minimum qualifications of the Police Records Manager align with the Library Services Manager, we recommend classifying the Police Records Manager in pay range 1HX (\$75,162 - \$105,223) with recruitment at \$87,973.

Police Records Supervisor

Current	Recommended
Police Records Supervisor PR 1CX (\$54,619 - \$76,474) FN: Recruitment is at \$66,758 (One Position)	Police Records Supervisor PR 1FX (\$66,154 - \$92,612) FN: Recruitment is at \$76,503 (One Position)

Under the direction of Police Records Manager, the Police Records Supervisor supervises the daily operations of the Records Management Division of the Milwaukee Police Department (MPD). Duties and Responsibilities:

- Plan, prioritize, assign, supervise, and review the work of MPD Records Management Division staff, including records specialists and sworn officers, to ensure they satisfactorily perform their job duties.
- Review reports for accuracy and timely processing; provide expertise about records management systems, and field questions from MPD work locations regarding report documenting requirements.
- Review required documentation to ensure accuracy and timely completion; correct or instruct members to make necessary corrections.
- Prepare, distribute, and maintain a variety of periodic written reports and records. Review vehicle/equipment log sheet for compliance. Conduct personnel, equipment, building, and work location inspections.
- Prepare and maintain work schedules for staff; receive sick calls and monitor sick time usage, and schedule overtime as needed. Maintain personnel files. Record daily payroll entries, and complete biweekly payroll.
- Assist with new employee training and orientation. Provide training, guidance, and counseling to assigned staff; complete employee performance evaluations and reviews.
- Maintain adherence to departmental rules, Standard Operating Procedures (SOPs), and instructions. Recommend and administer corrective actions.
- Carry out special projects as assigned by the Police Records Manager.
- Participate in ongoing training to stay apprised of standards and innovations in records management.

Minimum qualifications include a Bachelor's degree in business administration, information management, or a related field from an accredited college or university and One year of records management experience in a public sector, law enforcement, or comparable agency, at least six months of which must have been in a supervisory or lead worker role.

Comparison to an Internal Position

Position	Function and Minimum Qualifications
Unified Call Center Supervisor PR 1FX (\$66,154 – \$92,162) FN: Recruitment is at \$76,503	The Unified Call Center Supervisor , as a part of the UCC management team, is expected to provide training, schedule tracking and development, and general supervision of UCC representatives.
Studied for market rates in July 2023	Minimum qualifications include a Bachelor's degree in Business Administration, Management, Consumer Science, Communications, or a closely related field from an accredited college or university and two years of experience either in a call center environment or involving high-intensity customer contact, of which at least one year must have been at a supervisory level.

Analysis and Recommendation

The Police Records Supervisor was classified in 2014. In the 2014 report, the Police Records Supervisor was placed in the same pay range as the Call Center Supervisor with a recruitment rate that acknowledged the differential between the Police Records Manager (recommended PR 1HX (\$75,162 - \$105,223) with recruitment at \$87,973) and the Police Records Specialist III (currently PR 5IN (\$57,620 - \$72,025).

To acknowledge the supervisory functions and reporting relationships between the Records Specialists and this position, we recommend placing this position in pay range PR 1FX (\$66,154 - \$92,612) with recruitment at \$76,503.

Office Assistant IV

Current	Recommended
Office Assistant IV PR 6KN (\$49,095 - \$58,914) FN: Recruitment is at \$49,399 (One Position)	Fire Records Specialist PR 5HN (\$55,728 - \$69,660) (One Position)

Provides fire and emergency medical services (EMS) incident response records in accordance with the department's, and external governing agencies', policies and procedures. Duties and Responsibilities:

- Utilizes an electronic records management system to locate emergency incident response records, for both emergency medical services (EMS) runs and fire runs, to provide to insurance agencies, donor networks, private citizens, and other city and county departments in accordance with Health Insurance Portability and Accountability Act (HIPAA) regulations, Health Information Technology for Economic and Clinical Health (HITECH) Act, and Wisconsin Open Records Laws, via varying methods, including in-person contacts, fax, and mail, and reviews them for completeness, confidentiality, and accuracy before distribution. Redacts records according to all applicable regulations and laws. Gathers data for projects as requested by department management.
- Answers in-person, phone, and electronic (fax/email) inquiries from entities such as the news media, insurance adjusters, Red Cross, Milwaukee County Department of Social Services, the general public, and other city departments in accordance with HIPAA regulations, Wisconsin Open Records laws, and other state statutes regarding confidentiality of reports and records.
- Manages report distribution, recording/logging of all requests and distributions, and billing processes for the above, including recording of payments received.
- Answers and reviews inquiries from entities such as insurance companies, attorneys, and private citizens, in accordance with HIPAA regulations, regarding billing and/or collections of patient accounts, works directly with billing/collections agencies to ensure accuracy of billing/collections, processing of refund requests, processing of billing dispute requests, and auditing of same.
- Utilizes word processing software to prepare records correspondence; utilizes spreadsheet software to record records distribution.

- Compiles and prepares correspondence and/or documentation for attorneys or outside agencies as it relates to employees' injuries, both work- and non-work-related.
- Receives and distributes subpoenas and associated reports/forms to responsive personnel.

Minimum qualifications include three years of office support experience performing duties related to records, with at least one year of experience at the Office Assistant III level or above.

Comparison to an Internal Position

Position	Function and Minimum Qualifications
License Specialist I PR 5HN (\$55,728 - \$69,660)	Under the general direction of the License Coordinator, the License Specialist I processes applications and permits in accordance with state statutes, city ordinances and departmental procedures. Minimum qualifications include Four years of progressively responsible office support experience, including two years of high intensity customer contact in person or via telephone (i.e. receiving and/or resolving complaints, problem solving or substantial responsibility for receiving and/or giving information). Certification as a Wisconsin Notary Public within three months of appointment and throughout employment.
Police Records Specialist I PR 6GN (\$44,909 - \$53,891) Police Records Specialist II PR 5HN (\$55,728 - \$69,670)	The Police Records Specialist serves as a key subject matter expert in the classification and coding of crime reports processed by the Milwaukee Police Department (MPD) and reported to the State of Wisconsin and the Federal Bureau of Investigation (FBI). Minimum qualifications include One year of experience working with an automated records management system, performing duties closely related to this position. Certification to use the Wisconsin Department of Justice, Training and Standards Bureau's Transaction Information for Management Enforcement (TIME) System within one month of appointment and throughout employment.

Analysis and Recommendation

As the responsibilities, functions, and minimum qualifications of this Office Assistant IV align with the comparator positions, we recommend placing this position as Fire Records Specialist in pay range PR 5HN (\$55,728 - \$69,660).

Action Required – Effective Period 17, 2024 (August 4, 2024)

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

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