



Department of Employee Relations

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Job Evaluation Report

City Service Commission Meeting: September 10, 2024

Background

The Department of Employee Relations (DER), in conjunction with the Mayor’s Office, Common Council – City Clerk’s Office, select divisions in the Department of Administration, and one position in the Comptroller’s office, has conducted a market and classification study to evaluate rates of pay for the department’s positions. This job study report evaluates and makes recommendations for titles in the Mayor’s office. The analysis and recommendation process included a review of a position’s duties and responsibilities, impact and accountability, relationship responsibilities, working conditions, as well as minimum education and experience requirements. DER staff requested that incumbents complete a job analysis questionnaire which was reviewed against the current job description and provided additional information and context to evaluate the decision-making authority, independent thinking, problem solving, and consequence of error impacting the position.

For market rate evaluation, this process also compared a classification’s rate of pay to the cost of labor in Southeastern Wisconsin. Market data was sourced from ERI, a salary survey to which Employee Relations subscribes.

Supplementary pay data sourced from the City of Madison and City of Minneapolis has been included to offer contextual insight into the competitiveness of the job market. For internal comparators, positions were compared to titles in the City recently studied for market rates of pay in Marketing and Communications, Library, Policy and Administration, Research and Compliance, Human Resources and Business Operations, as well as Administrative Support and Paraprofessional titles.

Market Data – ERI

Job Title	Geographic Area	Level	25th Percentile	Survey Mean	75th Percentile
Strategy Analyst	Milwaukee, Wisconsin	Level 1	\$63,562	\$70,615	\$77,456
Strategy Analyst	Milwaukee, Wisconsin	Level 2	\$79,056	\$87,687	\$96,109
Strategy Analyst	Milwaukee, Wisconsin	Level 3	\$97,329	\$107,768	\$117,990

ERI as of January 1st, 2024

ERI defines a Strategy Analyst as a position that Helps identify the needs of a business organization, and comes up with proposals for achieving strategic visions. Leads consulting sessions with company management. Assesses strategy proposals based on business objectives to identify business needs and growth areas, proposes data-driven strategy recommendations, develops effective strategies and plans to determine the direction the company should take to reach its goals, and helps put plans into action. Identifies, collects, and analyzes data from competitors and customers to determine market and resource trends. Gathers, reviews, and tests data; applies various measures to provide solutions to key business

decisions; and uses gathered data to solve key business problems and to provide support for strategy formulation, business development, and forecasting. Addresses business problems and key challenges, and provides pertinent insights to help the company make the right decisions. Organizes, negotiates, and implements sales and marketing programs. Provides leadership to the team and cross-functional teams on the execution of work plan or other strategic initiatives. Formulates pricing strategies, identifies new growth initiatives, and builds a pipeline of partnership opportunities.

Job Title	Geographic Area	Level	25th Percentile	Survey Mean	75th Percentile
Executive Analyst	Milwaukee, Wisconsin	Level 1	\$60,617	\$67,024	\$73,174
Executive Analyst	Milwaukee, Wisconsin	Level 2	\$71,085	\$78,451	\$85,590
Executive Analyst	Milwaukee, Wisconsin	Level 3	\$84,484	\$93,088	\$101,525

ERI as of January 1st, 2024

ERI defines an Executive Analyst as a position that Acts as liaison between organizational departments and acquires executive input on projects, processes, and issues. Handles administrative functions, coordinates analyses, and analyzes documents and other data. Researches and evaluates policies and organizational data to formulate recommendations for improving programs or resolving issues. Develops and presents reports explaining and defining research conclusions. Participates in budget administration. May develop and monitor the budget for project plans and coordinate plan implementation.

Job Title	Geographic Area	Level	25th Percentile	Survey Mean	75th Percentile
Executive Assistant	Milwaukee, Wisconsin	Level 1	\$62,442	\$70,131	\$77,764
Executive Assistant	Milwaukee, Wisconsin	Level 2	\$73,515	\$82,408	\$91,274
Executive Assistant	Milwaukee, Wisconsin	Level 3	\$87,568	\$97,958	\$108,367

ERI as of January 1st, 2024

ERI defines an Executive Assistant as a position that Supports executive in staff capacity by handling a wide variety of situations involving the administrative functions of the office that cannot be brought to the attention of the executive. Advises individuals inside and outside the organization on the executive views on major policies or current issues facing the organization. Contacts or replies to contacts from high ranking individuals who may be from large national or international firms and may involve unique situations, and each contact must be handled differently, using judgment and discretion. Organizes and arranges for staff members to represent organization at meetings and conferences, using own initiative. Notes commitments made by executives during meetings and arranges for staff implementation. Reads outgoing correspondence for executive approval and alerts writers to any conflicts or departure from policies or executive's viewpoints. In executive's absence, ensures that requests for action or information are relayed to the appropriate staff member. Interprets requests, helps implement action, and decides whether executive should be notified of important or emergency matters as needed. Analyzes unit operating practices, such as record keeping systems, forms control, office layout, suggestion systems, personnel and budgetary requirements, and performance standards to create new systems or revise established procedures. Prepares reports including conclusions and recommendations for solution of operational and administrative problems. Issues and interprets operating policies. Coordinates collection and preparation of operating reports, such as budget expenditures, and statistical records of performance data. May compose and sign correspondence for executive. May serve as the executive's representative at meetings and express the executive's viewpoints at such meetings.

Job Title	Geographic Area	Level	25th Percentile	Survey Mean	75th Percentile
Public Policy Analyst	Milwaukee, Wisconsin	Level 1	\$67,010	\$72,434	\$77,160
Public Policy Analyst	Milwaukee, Wisconsin	Level 2	\$77,487	\$83,686	\$89,146
Public Policy Analyst	Milwaukee, Wisconsin	Level 3	\$90,825	\$97,998	\$104,374

ERI as of January 1st, 2024

ERI defines a Public Policy Analyst as a position that Researches the effectiveness of legislation to determine its impact. Reviews policy drafts. Identifies benefits, drawbacks, and legal flaws of existing or proposed policies. Analyzes gathered data from surveys or market trends. Consults with stakeholders to determine policy goals and needs.

Job Title	Geographic Area	Level	25th Percentile	Survey Mean	75th Percentile
Policy Coordinator	Milwaukee, Wisconsin	Level 1	\$55,878	\$62,114	\$68,139
Policy Coordinator	Milwaukee, Wisconsin	Level 2	\$64,043	\$71,171	\$78,093
Policy Coordinator	Milwaukee, Wisconsin	Level 3	\$75,312	\$83,637	\$91,763

ERI as of January 1st, 2024

ERI defines a Policy Coordinator as a position that Coordinates all policy management solutions for an organization. Organizes reviews of company policies and implements updates. Develops and maintains systems for communicating, implementing, and managing new and existing policies. Ensures compliance of company policies with local, state, and federal laws and regulations. Designs and coordinates standard procedures for policy adoption and implementation. Disseminates information to the entire organization for all updates to policies in a timely manner.

Madison (population 269,840 [2020 Census])

Mayor	\$157,548.30
Chief of Staff	\$118,143.22 - \$141,973.26
Deputy Mayor 2	\$118,143.22 - \$141,973.26
Deputy Mayor 1	\$93,705.30 - \$112,724.04

Minneapolis (population 429,954 [2020 Census])

Mayor	\$140,813.92
Mayor's Chief of Staff	\$161,603.52 - \$171,701.92
Mayor's Senior Policy Director	\$131,614.00 - \$139,838.00
Mayors Administrative Deputy	\$116,823.20 - \$119,159.04
Senior Policy Aide	\$91,209.00 - \$102,714.00

Market Recommendations

Current	Recommended
Policy and Administration Director PR 2NX (\$85,366 - \$119,521) FN: Recruitment is at \$101,391 (One Position)	Senior Policy Director - Mayor PR 2OX (\$91,006 - \$127,413) FN: Recruitment is at \$116,493 (One Position)
Policy and Administration Manager PR 2LX (\$75,162 - \$105,223) FN: Recruit any rate/range with DER and Finance Chair approval (One Position)	Policy and Administration Manager PR 2MX (\$80,098 - \$112,137) FN: Recruitment is at \$92,478 (One Position)
Policy and Administration Coordinator PR 2JX (\$66,154 - \$92,612) FN: Recruitment is at \$72,768 (One Position)	Policy and Administration Coordinator PR 2LX (\$75,162 - \$105,223) FN: Recruitment is at \$82,677 (One Position)
Special Assistant to Mayor PR 2KX (\$70,501 - \$98,704) (One Position)	Special Assistant to Mayor PR 2MX (\$80,098 - \$112,137) FN: Recruitment is at \$99,291 (One Position)
Mayor's Liaison Officer PR 2JX (\$66,154 - \$92,612) (One Position)	Mayor's Liaison Officer PR 2LX (\$75,162 - \$105,223) FN: Recruitment is at \$90,291 (One Position)
Staff Assistant Manager PR 2JX (\$66,154 - \$92,612) (One Position)	Director of Community Relations and Partnerships PR 2LX (\$75,162 - \$105,223) FN: Recruitment is at \$90,291 (One Position)
Staff Assistant to the Mayor PR 2GX (\$54,619 - \$76,474) (One Position)	Staff Assistant to the Mayor PR 2KX (\$70,501 - \$98,704) FN: Recruitment is at \$77,551 (One Position)

Note: Residents receive a rate that is 3% higher. Titles that are in bold have been retitled to better reflect duties.

Reclassification Recommendations

Current	Recommended
Administrative Support Specialist PR 2EN (\$48,079 - \$67,309) FN: Minimum Rate: \$58,416 (One Position)	Administrative Specialist-Senior PR 2GX (\$54,619 - \$76,474) FN: Minimum Rate: \$66,992 (One Position)
Office Assistant III PR 6GN (\$44,909 - \$53,891) (One Position)	Program Assistant I PR 5GN (\$53,351 - \$66,689) (One Position)

Community Outreach Liaison PR 2EX (\$51,649 - \$67,309) (One Position)	Staff Assistant to the Mayor PR 2KX (\$70,501 - \$98,704) FN: Minimum Rate: \$77,551 (One Position)
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Reclassification Analysis and Recommendations

Current	Administrative Support Specialist	PR 2EN (\$48,079 - \$67,309) FN: Minimum Rate: \$58,416	One Position
Recommended	Administrative Specialist - Senior	PR 2GX (\$54,619 - \$76,474) FN: Minimum Rate: \$66,992	One Position

This position performs any and all office management duties including, but not limited to: preparation of office budget, provide efficient accounting practices, handle all accounts payable/receivable, record management, manage office payroll, set up and maintain all new and existing employees in the HCM system, purchase necessary supplies and equipment, do all paperwork/electronic entries related to Board and BID (Business Improvement District) appointments and reappointments for the Mayor, and assists staff with projects as needed.

- Assists in preparation of the Mayor's Office budget, maintain budgetary records and manage accounts
- Maintains confidential personnel records as well as all office records from mail, gifts, etc.
- Handles all details regarding payroll, including recordkeeping and establishing payroll procedures
- Enter new employees into the HRIS system as well as update information such as address or position changes, and payroll increases. Promptly confirm and pay all invoice billings
- Serve as the public records custodian for the Mayor's office. Vet all requests, gather necessary information and respond to requester.
- Serve as the Boards and commissions information custodian. Keep track of all of the Mayor's appointee's to City boards and commissions as well as Business Improvement District appointees. Submit new appointments or reappointments into the OLS system for the Common Council, sending all necessary letters and documents to appointee's once the Mayor has signed off on them. Create physical files for each and track any changes.
- Handle all human resources concerns for staff including health concerns, benefit enrollments, payroll issues, employee onboarding, etc. This will include security badge access, parking - if qualified, computers, emails, city cell phones, desk phones, etc.
- Facilitate special events for the Mayor such as State of the City, Annual Holiday Tree Lighting, Annual Holiday Drive, etc. This includes planning, coordinating with other organizations, and taking the lead to make sure that the events go off without a hitch.

Changes to the responsibilities of this position include designation as the primary point of contact for public records requests; responsibility for tracking, entering, and maintaining records and communication for Mayoral Board and BID appointments and reappointments and responsibility for organizing and facilitating some of the special events for the Mayor in a lead capacity.

The scope and level of responsibility for this position is now comparable to other Administrative Specialist-Senior classifications in the Fire and Police Commission, City Treasurer's Office, DPW-Administration and within

the DOA in the Budget & Management Division, Office of the Director, Office of Equity and Inclusion, and the Purchasing Division.

Based upon these comparisons, the recommendation is to reclassify this Administrative Support Specialist in Pay Range 2EN (\$48,079 – \$67,309) with a recruitment rate of \$58,416 to Administrative Specialist-Senior in Pay Range 2GX (\$54,619 - \$76,474) with a recruitment rate of \$66,992.

Current	Office Assistant III	PR 6GN (\$44,909 - \$53,891)	One Position
Recommended	Program Assistant I	PR 5GN (\$53,351 - \$66,689)	One Position

This position has the following duties and responsibilities:

- Handle all reception duties - answering and routing phone calls, greeting visitors and notifying staff as needed.
- Work with the Special Assistant to the Mayor to handle scheduling duties and with the Community Outreach Liaison to help with constituent issues, open records assistance and Board appointment records
- Manage all Mayor's office RSVP lists for events such as State of the City and Fatherhood Initiative
- Handle all incoming mail for routing
- Manage incoming constituent calls either directly or refer to specific departments or personnel
- Assist office staff with projects
- Responsible for opening and closing the office
- Prepare retirement letters and certificates from the Mayor for City employee. Screen candidates for referral to the Driver's License Recovery Program
- Prepare and manage the Mayor's proclamation log
- Maintain the Mayor's contact list in Outlook
- Assist with other duties as assigned

Other similar positions across city government include the following:

Title	Pay Range	Minimum	Title Minimum	Maximum
Administrative Assistant III	5IN	\$57,620	-	\$72,025
Program Assistant II	5IN	\$57,620	-	\$72,025
Unified Call Center Representative 3	5IN	\$57,620	\$58,014	\$72,025
Program Assistant I	5GN	\$53,351	-	\$66,689
Library Communications Assistant	5FN	\$51,596	\$51,987	\$64,495
Communications Assistant-Senior	5EN	\$49,139	\$49,399	\$61,424
Unified Call Center Representative 2	5EN	\$49,139	\$51,644	\$61,424

Unified Call Center Representative 1	5CN	\$45,011	\$45,977	\$56,264
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The scope and level of responsibility for this position is most comparable to that of the Program Assistant I. A Program Assistant I 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. Will handle all reception duties, screen telephone calls, answer questions, and provide information. Some telephone and in-person work may be difficult due to the nature of questions or constituents served. Will welcome visitors and notify staff if needed. May work with others on a team to complete special projects.

Program Assistant I positions can be found in many departments within city government. They perform duties and responsibilities to support the work of professionals and/or managers in a specific area of operations or program within a City department. Requires a good working knowledge of policies and procedures associated with a particular program or area of operations and significant on-the-job work experience in the area. Carries out duties and responsibilities very independently and consults with managers and professionals regarding unusual situations requiring the interpretation of policies.

Based upon this comparison, the recommendation is to reclassify this Office Assistant III in Pay Range 6GN (\$44,909 - \$53,891) to the paraprofessional classification of Program Assistant I in Pay Range 5GN (\$53,351 - \$66,689).

Current	Community Outreach Liaison	PR 2EX (\$51,649 - \$67,309)	One Position
Recommended	Staff Assistant to the Mayor	PR 2KX (\$70,501 - \$98,704) FN: Minimum Rate: \$77,551	One Position

This position serves as a point of contact for the Mayor's constituency. Responsibilities include:

- Implementing and executing new initiatives in support of the Mayor's five priorities
- Ensure department's goals are in alignment with the Mayor's priorities
- Work with City departments, local non-profit agencies and local law enforcement agencies to support old and new public safety measures
- Create, draft, and distribute the monthly Mayoral newsletter
- Provide leadership in developing a successful community outreach plan
- Provide development and implementation in public relations, community outreach and constituent services
- Establish and maintain extensive contacts with diverse individuals, private, public, non-profit organizations, faith-based community and business groups
- Serve as an ambassador for the Mayor at community events and meetings with the ability to perform public speaking duties when needed
- Work evenings and weekends as necessary at community events with the Mayor
- Serve as a board member for various organizations as the Mayoral appointment
- Serve as a liaison between the Mayor's Office and youth serving agencies
- Perform necessary research in order to provide accurate and appropriate response to inquiries or concerns

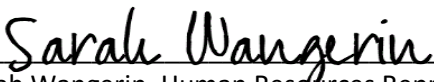
- Prepare summaries of findings and develop special reports, briefing reports, and recommendations
- Staff the Mayor at scheduled events/meetings and create briefing reports for the Mayor

Since this position was originally created, the volume of constituent work has greatly increased, the number of interns supervised under this position has also increased. This position is now responsible for producing the Mayor's monthly newsletter and more mayoral staffing duties. These changes make this position comparable to the duties of Staff Assistant to the Mayor as described earlier in this report.


The updated responsibilities of this position mirror those of the current Staff Assistant to the Mayor classification. Based upon these changes, the recommendation is to reclassify this Community Outreach Liaison in Pay Range 2EX (\$51,649 - \$67,309) to Staff Assistant to the Mayor in Pay Range 2KX (\$70,501 - \$98,704) with a recruitment rate of \$77,551.

Action Required – Effective Pay Period 22, 2024 (October 13, 2024)

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

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