



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Deborah Ford
Labor Negotiator

September 16, 2013

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

Dear Committee Members: Re: Common Council File Number **130431**

The following classification and pay recommendations were approved by the City Service Commission on **September 10, 2013**.

In the Department of Administration-Business Operations Division:

One position of Emerging Business Enterprise Manager, PR 1EX was recommended for reclassification to Small Business Development Manager, PR 1EX.

Two positions of Emerging Business Analyst-Senior, PR 2EX was recommended for reclassification to Business Analyst-Senior, PR 2EX and the underfill title, Emerging Business Analyst, PR 2CN was reclassified to Business Analyst, PR 2CN.

In the Health Department, one position of School Health Manager, PR 1DX was recommended for reclassification to Men's Health Manager, PR 1DX.

The following classification and pay recommendations were approved by the City Service Commission on **July 30, 2013**.

In the Department of Public Works-Water Works, one new position was classified to Program Assistant I, PR 5EN.

The job evaluation report 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
2 Fiscal Notes

C: Mark Nicolini, James Carroll, Deborah Ford, Nicole Fleck, Rhonda Kelsey, Rayna Andrews, Gabriel DeVougas, Joe'Mar Hooper, Jessica Gathirimu, Yvette Rowe, Barbara Henry, Darryl Davidson, Laura Daniels, Earl Smith, Richard Abelson, Kenneth Wischer, Daniel Panowitz, Calvin Lee, and Penni Secore (DC48)



JOB EVALUATION REPORT

City Service Commission Meeting Date: September 10, 2013

DEPARTMENT OF ADMINISTRATION – BUSINESS OPERATIONS DIVISION

Current	Request	Recommendation
Emerging Business Enterprise Manager PR 1EX (\$57,884 - \$81,034)	Small Business Development Manager PR 1EX (\$57,884 - \$81,034)	Small Business Development Manager PR 1EX (\$57,884 - \$81,034)
Emerging Business Analyst – Senior PR 2EX (\$44,857 - \$62,799) (Two Positions)	Business Analyst – Senior PR 2EX (\$44,857 - \$62,799) (Two Positions)	Business Analyst – Senior PR 2EX (\$44,857 - \$62,799) (Two Positions)
Underfill Title: Emerging Business Analyst PR 2CN (\$39,486 - \$55,272)	Underfill Title: Business Analyst PR 2CN (\$39,486 - \$55,272)	Underfill Title: Business Analyst PR 2CN (\$39,486 - \$55,272)

Action Required

In the Salary Ordinance, under Pay Range 1EX, delete the title “Emerging Business Enterprise Manager” and add the title “Small Business Development Manager”. Under Pay Range 2CN, delete the title “Emerging Business Analyst” and add the title “Business Analyst”. Under Pay Range 2EX, delete the title “Emerging Business Analyst – Senior” and add the title “Business Analyst – Senior”.

In the Positions Ordinance, under Department of Administration – Business Operations Division, Emerging Business Enterprise Program, delete one position of “Emerging Business Enterprise Manager (A)(Y)” and add one position of “Small Business Development Manager(A)(Y)”; and delete two positions of “Emerging Business Analyst – Senior(A)(Y)” and add two positions of “Business Analyst – Senior(A)(Y)”; and delete the Section heading “Emerging Business Enterprise Program” and add the Section heading “Small Business Development Program”.

Analysis and Recommendation

The Department of Administration has requested title changes for three positions in the Small Business Development Program. This Program was previously titled “Emerging Business Enterprise Program” and the titles were linked to the program. These three positions each continue to perform the same type of work so no change in level is requested. Discussions were held with Rhonda Kelsey, City Purchasing Director.

The Department has requested that the position title of “Emerging Business Enterprise Manager” in Pay Range 1EX be changed to “Small Business Development Manager” in Pay Range 1EX to reflect the name of the program. The basic function of this position is to administer, coordinate, and implement the citywide Office of Small Business Development.

The Department has also requested that the other two positions be changed from “Emerging Business Enterprise Analyst – Senior” in Pay Range 2EX with the underfill title of “Emerging Business Enterprise Analyst in Pay Range 2CN to “Business Analyst – Senior” in Pay Range

2EX with the underfill title of "Business Analyst" in Pay Range 2CN. The basic function of these two positions is to be responsible for implementing practices and procedures to ensure that there are maximum opportunities for emerging and small businesses to participate fully with the City's procurement and contracts.

The Department of Employee Relations is in agreement with the requested title changes and recommends the position of "Emerging Business Enterprise Analyst" in Pay Range 1EX be reclassified to "Small Business Development Manager" in Pay Range 1EX; and that two positions of "Emerging Business Enterprise Analyst – Senior" in Pay Range 2EX be reclassified to "Business Analyst – Senior" in Pay Range 2EX with the underfill title of "Business Analyst" in Pay Range 2CN.

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

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

Reviewed by: *M. Monteagudo*
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: September 10, 2013

HEALTH DEPARTMENT

Current	Request	Recommendation
School Health Manager PR 1DX (\$54,322 - \$76,046)	Men's Health Manager PR 1DX (\$54,322 - \$76,046)	Men's Health Manager PR 1DX (\$54,322 - \$76,046)

Action Required

In the Salary Ordinance, under Pay Range 1DX, delete the title "School Health Manager" and add the title "Men's Health Manager".

In the Positions Ordinance, under Health Department, Family and Community Health Services Division, Men's Health Program, delete one position of "School Health Manager (X)(Y)" and add one position of "Men's Health Manager (X)(Y)".

Analysis and Recommendation

The Health Department has requested a title change for one position of School Health Manager. This position previously worked with the School Health Services program and is now working as the manager for the Men' Health Program. A new job description was provided and discussions were held with Jessica Gathirimu, Interim Family and Community Health Services Director; and Yvette Rowe, Business Operations Manager - Health. The basic function of the position is to supervise the Men's Health Program staff, oversee activities at the two Men's Health Centers, and serve as the primary contact for community organizations that deliver and receive men's health services. Other duties include ensuring delivery and reporting of contract goals, monitoring the performance of partner programs and agencies, serving as a resource for community clinics, and writing grants.

To reflect this change in duties the Health Department has requested the title of this position be changed to "Men's Health Manager". We agree with the requested title and recommend that one position of "School Health Manager" in Pay Range 1DX be reclassified to "Men's Health Manager" in Pay Range 1DX.

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

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

Reviewed by: *M. Monteagudo*
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: July 30, 2013

Department of Public Works - Water Works

Current	Request	Recommendation
New Position	Program Assistant I PR 5EN (\$39,507 - \$45,577)	Program Assistant I PR 5EN (\$39,507 - \$45,577)

Background

The Department of Public Works-Water Works has requested the classification of a new position for 2013 in the Commercial Services Section that will process delinquent accounts and bankruptcies. A new job description was reviewed and discussions held with Laura Daniels, Administration & Project Manager and Earl Smith, Water Business Manager.

Duties and Responsibilities

This new position in the Commercial Services Section of the Milwaukee Water Works will be responsible for processing delinquent accounts and bankruptcies and managing those accounts. The position will prepare bankruptcy account reports to assist managers in preparing year end write offs, certification of outstanding account balances eligible for the annual tax role and preparing communications detailing outstanding bankruptcy accounts. The position will serve as a lead worker in interacting with customers who are behind in bill payments and provide input for the accurate and efficient collections of outstanding Municipal Services bills. Duties, responsibilities and requirements include:

- 50% Process bankruptcy claims submitted to the Water Works by noting account information, suspending billing and setting up bankruptcy accounts in the enQuesta system. Work with the court system and the City Attorney's office to collect outstanding revenue through the bankruptcy system.
- 10% Prepare work to be processed by gathering, sorting, organizing and recording data.
- 10% Act as a lead worker to the Customer Service Representative assigned to delinquent accounts. Assist in training the Customer Services Representative II on the enQuesta system, bankruptcy processes and general customer service guidelines.
- 10% Prepare reports by collecting and analyzing information, resolve complaints by investigating and composing responses, refer non-standard complaints and legal issues to managers.
- 10% Post customer payments by recording cash and check transactions. Gather case evidence and documentation, monitor case progress, contribute information to case review, and provide secretarial support.
- 10% Maintain financial security by following internal accounting procedures. Resolve valid authorized deductions by reviewing bankruptcy calculations and final bills prior to enQuesta entry. Verify the validity of account discrepancies by obtaining/investigating information from banks, bankruptcy courts, Customer Service section, PACER, Assessor's Office and other available resources.

Requirements include four years of office support experience performing duties related to the position with at least one year of experience at the level of an Office Assistant III.

Analysis

As the position under study is performing a range of financial and administrative duties we agree with the requested job series of Program Assistant which covers a variety of office support and administrative duties. To determine which level we looked at specifications as shown below.

Program Assistant I - Pay Range 5E

Performs 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.

Program Assistant II - Pay Range 5F

Positions in this classification require the equivalent knowledge and skill normally obtained with a bachelor's degree. Some positions function as group leaders for other employees. A hallmark of the Program Assistant II is the analysis of information, in contrast to gathering or compiling information. In analyzing information, the employee is required to draw conclusions and make recommendations from the information presented. This information may be in the form of accounting information, budget records and reports, financial information, contracts, or qualitative information. Program Assistants II are expected to independently initiate new work projects and improve processes on a continuous basis.

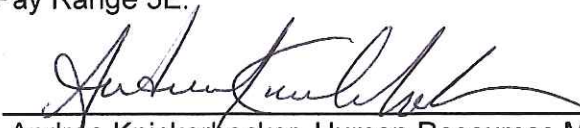
Both classifications are higher level administrative support paraprofessional classifications and perform a variety of duties depending on their area of focus. Some analysis work may be performed at both levels but there is a stronger focus on analysis for the Program Assistant II level.

The position under study more closely matches the specification for the Program Assistant I as it performs duties and responsibilities to support the work of Water Works managers, works independently; requires a good working knowledge of the policies and procedures, and acts as a lead worker for other staff. The position compiles and gathers information but does not have an emphasis on analysis which is the hallmark of the Program Assistant II classification.

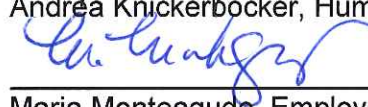
Recommendation

Based on the above analysis we recommend that this new position be classified as Program Assistant I in Pay Range 5E.

Prepared by:


Andrea Knickerbocker, Human Resources Manager

Reviewed by:


Maria Monteagudo, Employee Relations Director