



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Deborah Ford
Labor Negotiator

January 25, 2013

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

Dear Committee Members: Re: Common Council File Number 121232

The following classification and pay recommendations were approved by the City Service Commission on **January 15, 2013**.

In the Department of Public Works – Administrative Services Division, one position of Office Assistant IV, PR 6HN was recommended for reclassification to Human Resources Representative, PR 2HX.

In the Department of Public Works – Operations Division, one new position was recommended for classification as Self-Help Yard Supervisor, PR 1AX.

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: Job Evaluation Report
Fiscal Note

C: Mark Nicolini, James Carroll, Deborah Ford, Nicole Fleck, Victoria Robertson, Ghassan Korban, Preston Cole, Wanda Booker, Shirley Krug, Dan Thomas and Paul Klajbor



JOB EVALUATION REPORT

City Service Commission Meeting Date: January 15, 2013

This report recommends appropriate classifications and compensation levels for various positions created or changed in conjunction with the implementation of the 2013 City of Milwaukee budget. This report contains recommendations for positions in the Department of Public Works-Administrative Services and Operations Divisions.

In reviewing these positions, staff analyzed new job descriptions and held discussions with management representatives from affected departments. The following chart summarizes the recommended changes.

DPW-Administrative Services Division

Current	Request	Recommendation
Office Assistant IV PR 6HN (\$36,902 - \$40,836)	Study of Position	Human Resources Representative PR 2HX (\$53,519 - \$74,922)

DPW-Operations Division

Current	Request	Recommendation
New Position	Self Help Supervisor PR 1AX (\$44,194 - \$61,871)	Self-Help Yard Supervisor PR 1AX (\$44,194 - \$61,871)

ACTION REQUIRED – Effective Pay Period 1, 2013 (December 23, 2012)

In the Salary Ordinance, under Pay Range 1AX, add the title “Self-Help Yard Supervisor.”

In the Positions Ordinance, under Department of Public Works-Administration Services Division, Office of the Commissioner, add one position of “Human Resources Representative” and under Administrative Services, Safety Section, delete one position of “Office Assistant IV”; under Department of Public Works-Operations Division, Sanitation Section, Field Operations, delete one position of “Self Help Supervisor” and add one position of “Self-Help Yard Supervisor.”

DPW – ADMINISTRATIVE SERVICES DIVISION

Current: Office Assistant IV PR 6HN
Request: Study of Position
Recommendation: Human Resources Representative PR 2HX

The basic function of this position is to manage and administer certain human resources functions for the Department of Public Works (DPW) including training and organizational development, labor-management relations, accommodation case management under the American’s with Disabilities Act, worker’s compensation and safety, performance evaluations, grievance administration, and advising managers on human resource issues. The duties and responsibilities include the following:

- 40% Develop and administer human resource policies, strategies, and organizational development initiatives in support of the Department’s vision and core values; identify legal requirements and government reporting regulations affecting human resources functions and ensure compliance; respond to inquiries regarding policies, procedures

- and interpretation of city employment ordinances and employment laws; Serve as a liaison to the Department of Employee Relations, the City Attorney's Office, and the Labor Relations Division on various employment issues including civil service commission rules, grievance administration, worker's compensation and safety, disciplinary matters, employment discrimination claims, and leave administration policies.
- 20% Develop, implement, and coordinate the "Public Works University" program; develop the related budget, curriculum and website; and serve as the DPW Training Coordinator.
- 20% Assist in managing all aspects of employment investigations stemming from allegations of discrimination or harassment; represent DPW at administrative hearings before the City Service Commission, the Finance and Personnel Committee, the Equal Employment Opportunity Commission (EEOC), and the Department of Workforce Development and at Grievance Arbitration Hearings; and serve as the Department's Diversity, Equal Employment Opportunity, Americans with Disabilities Act (ADA), and Civil Rights Compliance Officer.
- 10% Assist in the oversight of implementation and administration of policies related to Sick Leave Control and the Family and Medical Leave Act (FMLA); and provide primary oversight of accommodation case management under the Americans with Disabilities Act (ADA).
- 10% Provide guidance and direction to managers regarding employee performance, implementation of performance improvement plans, and disciplinary matters; and assist managers in developing and implementing performance reviews to ensure effectiveness, compliance, and equity within the organization

Requirements for this position include a Bachelor's Degree in Human Resources Management, Public or Business Administration, Psychology, Industrial Relations or closely related field; and three years of progressively responsible human resources experience performing duties related to the position. A Master's Degree in a related field and experience in labor relations in a government work environment are highly desirable. Equivalent combinations of education and experience may also be considered.

The Department indicated that this position works with the Personnel, Payroll, Safety and Compliance functions and reports directly to the Public Works Personnel and Compliance Manager. As part of a reorganization within the Department the position of Public Works Personnel and Compliance Manager took on additional duties and responsibilities and was reclassified in March of last year. These new duties and responsibilities included responsibility for managing the award and administration of construction and professional services contracts; and evaluating and implementing citywide workforce programs such as the Resident Preference Programs and the "Minority, Woman, and Small Business Enterprise Program" under Chapter 370 of the Milwaukee Code of Ordinances.

Due to the volume of work certain human resource functions performed by the Public Works Personnel and Compliance Manager will be assigned to the position under study. The Department has requested this position be recreated at a professional level as the position will perform human resources functions including advising managers on employee performance feedback; reviewing work rules; monitoring and managing cases related to the Americans with Disabilities Act (ADA); processing grievances; preparing and presenting Unemployment

Compensation cases; administering the "Public Works University" program; and investigating complaints from the City's hotline.

To study this position, comparisons were made to other positions in the City including the Human Resources Specialist position in the Police Department which has responsibility for several Human Resources functions including those governed by Equal Employment Opportunity (EEO) laws and the Americans with Disabilities Act (ADA); prevention of harassment and discrimination; managing the Applicant Review Committee; representing the Department at negotiating sessions with the Milwaukee Police Supervisors' Organization; presenting and developing human resources training; and managing quarterly reports.

This position in the Police Department has supervisory responsibility and is in Pay Range 1DX. While the position under study is not a supervisor it does have significant responsibility for human resources functions in the Department of Public Work. Like the position in the Police Department it is located in one of the largest City Departments and reports to a higher level Human Resources Management position. Both positions have significant responsibility delegated to them by the higher level management position.

The classification of Human Resources Representative in Pay Range 2HX provides a full range of professional personnel services to assist City departments, employees, departmental staff, and the public in meeting all facets of the City's human resources needs. Positions in the Department of Employee Relations may have a primary focus on staffing, compensation, or labor relations. In any of the areas these positions will perform consultative services, research and development, and leadership which may include serving as a leader for department or City-wide projects, functioning as a resource person for others in the department, serving as a coach and mentor to less experienced staff, and representing the department before commissions, boards, and Common Council Committees. The position under study performs many of these functions within DPW and serves as a leader and mentor in the areas of organizational development and labor relations; and as a consultant to DPW managers regarding employee performance, discipline and training.

Based on the above analysis we recommend this position of Office Assistant IV in Pay Range 6HN be reclassified to Human Resources Representative in Pay Range 2HX.

DEPT OF PUBLIC WORKS – OPERATIONS DIVISION

Current:	New Position	
Request:	Self Help Supervisor	PR 1AX
Recommendation:	Self-Help Yard Supervisor	PR 1AX

The basic function of this new position is to be responsible for managing daily operations at two City Self-Help drop-off facilities which includes allocating and supervising staff; overseeing contracted service providers at the sites; and ensuring the delivery of exceptional customer service, conflict resolution, and the reconciliation and audit of revenue collected from construction debris charges. Duties and responsibilities include the following:

- 35% Supervise and instruct gate attendants, roll off operators, and contracted staff on daily priorities and proper operations at the two Self-Help sites.
- 15% Coordinate the removal of special wastes from Self-Help sites by various contracted service providers.

- 10% Educate customers on City policies and ordinances that govern proper disposal of certain waste types.
- 10% Resolve conflicts, complaints, and service inquiries from citizens and public officials.
- 10% Reconcile deposits and maintain various reports on revenue generated from Self Help user charges.
- 10% Analyze usage, revenue, and tonnage; and project future trends.
- 5% Participate in snow and ice control operations during winter season.
- 5% Perform other duties as assigned.

Requirements include two years of supervisory experience; knowledge of solid waste, recycling, snow plowing and ice control operations; contract administration principles; and good analytical, reporting, communication, computer software, and prioritization skills. A bachelor's degree in Public Administration, Business Administration, Communications or related area is desirable.

This new position will be managing operations at two Self-Help sites located at 6660 North Industrial Road and at 3879 West Lincoln Avenue. This includes supervision of twelve City employees and oversight of two vendor contracts that include personnel at the site. One vendor contract is for handling money and a second is for site cleaning and maintenance. City employees are also responsible for maintaining the cleanliness of the site but their primary responsibility is to greet and screen customers, identify and inspect waste materials being brought into the site to ensure that the materials are acceptable and are separated correctly by disposal area, and to direct traffic.

The City has had Self-Help sites for many years but in 2010 began to charge for construction debris. This change put a new emphasis on inspecting loads being brought into the sites and meant more interactions with customers including the new responsibility of collecting money. Although there is a vendor contract for handling the money at the site this new position is responsible for reconciling deposits; maintaining various reports on revenue generated from Self Help user charges; analyzing usage, revenue, and tonnage; and projecting future trends. The Department has assigned other city managers to oversee the site on an assignment basis and more recently has also hired a contract employee to manage such operations. However, with the 2013 budget a new position has been created to take on the management and supervision of the two Self-Help sites.

Comparisons were made to other City positions with the most similar being Sanitation Supervisor in Pay Range 1AX. The Sanitation Supervisor has similar knowledge requirements regarding solid waste, recycling, and snow plowing and ice control operations; and supervises crews for assigned routes. The Sanitation Supervisor does not have the same financial oversight responsibilities but does have other administrative duties including updating and maintaining various electronic databases for collection, code enforcement and other buildings; determining appropriate collection service for multi-unit buildings; compiling daily reports; and preparing various other reports as needed. Both the Sanitation Supervisor and the position under study must have good communication skills since they both educate customers on City policies and ordinances that govern proper disposal of certain waste types; and resolve conflicts, complaints, and service inquiries from citizens and public officials.

Based on the analysis above the requested level of Pay Range 1AX is appropriate. Other supervisory positions in this pay range include Equipment Operations Supervisor, Street Repair Supervisor, and Urban Forestry Supervisor. The different combination of duties and responsibilities suggests a different title is warranted. To provide more clarification and to be consistent with the title of positions that work at the site, Self-Help Yard Attendant, we recommend the title of Self-Help Yard Supervisor.

We therefore recommend this new position be classified as "Self-Help Yard Supervisor" in Pay Range 1AX. As with the current Sanitation Supervisor classification we recommend the footnote designations 1/ and 2/ related to snow pay and the appointment rate. This position will also be involved with snow and ice control operations during the winter season and will be supervising Operations Driver/Workers.

The footnotes read as follows:

- 1/ The incumbents of positions in this class, if certified by the Commissioner of Public Work as being, when appropriate, regularly involved in snow and ice control operations which result in an excessive amount of overtime work, to receive 4.8% additional biweekly salary as compensation for such overtime work.
- 2/ To be appointed at \$2,129.00 (\$55,354.00). This rate is equal to the maximum rate paid to the Operations Driver/Worker classification on the basis of a 46 hour work week.

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