



MILWAUKEE
PUBLIC LIBRARY

April 29, 2025

Mr. Harper Donahue, IV, Director
Department of Employee Relations
City of Milwaukee
City Hall - Room 706
Milwaukee, WI 53202

Dear Mr. Donahue:

I am writing to request approval to exempt our position of Civic Engagement Services Manager funded by the Cities Forward Grant which has been extended for a short-term period through March 31, 2026.

The Civic Engagement Services Manager promotes civic literacy and activation within the City of Milwaukee through citywide collaboration with other City Departments and external partners. This position focuses on navigating and connecting residents to available government services and providing non-partisan education around voter registration and voting. The Manager supervises the work of the Temporary Community Education Assistant.

Exemption of this position will permit MPL to select a candidate swiftly to ensure quality execution of the short-term grant period. Enclosed please find the job description for this position.

Your thoughtful consideration and approval is much appreciated. If you have additional questions, please contact Danielle Wroblewski, Temporary Library Human Resources Administrator, at 286-3077.

Respectfully submitted,

Jennifer Meyer-Stearns
Deputy Library Director

Enclosures

c: Melissa Howard
Kristin Urban

JOB DESCRIPTION

FOR DER USE ONLY

Vacancy No.

City Service
Commission:
Fire & Police
Commission:

Finance
Committee:
Common
Council:

Instructions: Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

1. Date Prepared/Revised: 4/25/2025	2. Present Incumbent: Vacant	Is incumbent underfilling position? YES <input type="checkbox"/> NO <input type="checkbox"/> If YES, indicate Underfill Title in box 10.	
3. Date Filled:	4. Previous Incumbent: Brenda Wood		
5. Department: Milwaukee Public Library	Division: Public Services	Section:	
6. Work Location: Remote/field	Telephone: (414) 286-3000 Email: N/A	Work Schedule: Various given events, but between 8 AM - 8 PM / Days: Sun - Sat	
7. Represented by a Union? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	8. Bargaining Unit: N/A If in District Council 48, which local? N/A	9. FLSA Status (check one): <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	
10. Official Title: Civic Engagement Services Manager	Pay Range 1GX	Job Code 5976	EEO Code 102
Underfill Title (if applicable):			
Requested Title (if applicable):			

11. BASIC FUNCTION OF POSITION:

Under the direction of the Communications and Community Engagement Director of the Milwaukee Public Library, the Civic Engagement Services Manager of One MKE will promote civic literacy and activation within the City of Milwaukee through citywide collaboration with other City Departments and external partners. A special focus will be placed on navigating and connecting residents to available government services and providing non-partisan education around voter registration and voting.

12. DESCRIPTION OF JOB (Check if description applies to **Official Title** ☒ or **Underfill Title** ☐):

A. ESSENTIAL FUNCTIONS/Duties and Responsibilities:

% of Time	ESSENTIAL FUNCTION
50	Collaborate with City of Milwaukee Departments to create a comprehensive plan to promote civic literacy through voter registration and community engagement by finding ways to provide relevant information to existing customers, facilitating a seamless transition from City websites to the state's online voter registration system, by providing access to voter registration services, by expanding access to multi-lingual election information, and by promoting equal participation in the electoral process for all eligible citizens. Specifically, the Director will work with all City departments and identify: <ul style="list-style-type: none"> 1. Where departments have existing interactions and touch points with residents and determine and develop opportunities to offer non-partisan voter education information and refer those residents to any other needed civil services. 2. Identify and promote programs and services that City departments provide in order to connect more residents to their local government resources. Meet regularly with Executive Director of Election Commission and other City officials regarding the needs of other departments and the creation of materials as it relates to the voting process, ensuring 100% accuracy and ease of understanding. Identify existing civic literacy initiatives and additional Library programming suggestions as resources allow.
20	Work with external partners on a City-based civic engagement campaign, including voter engagement, poll worker recruitment, and other pro-democracy activities to increase civic literacy and civic participation through the community.
20	Oversees the performance and development of direct reports. Develops written performance expectations for staff; evaluates their performance and counsels them on the provision of high-quality service and professional development. Plans and conducts staff meetings. Models high level of customer service, trains and coaches staff to do the same. Participates in staff recruitment, selection, discipline, and recognition.
5	Develop and create program goals and initiatives. Develop and implement performance measurement tools to track Departmental program outcomes. Create a comprehensive reporting structure to track data and ensure program is meeting objectives

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
5	Serve as the spokesperson for the Citywide civic literacy campaign in addressing public inquiries as needed

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Melissa Howard, Communications and Community Engagement Director

D. SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

Receives supervision and consultation from the Associate Director of Strategic Initiatives & Public Services as needed. Executes work independently.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = **1**

Direct Supervision: List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

a. Assign duties			e. Sign or approve work		
b. Outline methods			f. Make hiring recommendations		
c. Direct work in progress			g. Prepare performance appraisals		
d. Check or inspect completed work			h. Take disciplinary action or effectively recommend such		
Number Supervised		Job Title		Extent of Supervision Exercised (Select those that apply from list above, a - h)	
1		Temporary Community Education Assistant		a-e	

F. MINIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)**i. Education and Experience:**

Bachelor's degree in journalism, mass communication, public administration or political science; Five years' experience in journalism, public relations, or corporate communications.

ii. Knowledge, Skills and Abilities:

1. Knowledge of general city services and departmental objectives.
2. Familiarity with social media platforms, strategies, best practices and the associated use of analytics.
3. Knowledge of management principles and supervisory. Able to execute the full spectrum of management duties, including ability to interview, onboard, train, coach, motivate, discipline and evaluate staff with proper documentation and a focus on staff development skills to effectively direct the activities of staff.
4. Ability to foster an environment of inclusion wherein all employees are treated respectfully, are valued for their strengths, and feel that they can safely express themselves.
5. Knowledge of customer service best practices.
6. Knowledge of training, mentoring, and coaching techniques and principles.
7. Knowledge of the voter registration and absentee voting process
8. Ability to read and interpret a wide variety of job-related documents.
9. Written communications skills (e.g. reports, social media posts, and procedures).
10. Oral communication skills (e.g. presentations, TV/radio programs, formal library programs)
11. Interpersonal skills to work effectively with multi-level staff, residents, and community group members from all socioeconomic, educational, literacy, and cultural backgrounds.
12. Strong collaboration skills; ability to work effectively as part of a team or individually with diverse staff, and community partners
13. Community outreach skills to be able to build relationships with community partners.
14. Honesty, integrity, ability to maintain confidentiality, and responsible stewardship of City resources.
15. Proficient in computer skills including use of internal electronic files and databases, reporting tools and Microsoft Office suite.
16. Creative problem-solving skills: effectively evaluates and makes independent decisions to resolve problems; recommends actions designed to prevent problems from occurring
17. Knowledge of professional marketing techniques and practices, visual design principles, public relations best practice.

18. Ability to manage projects, including schedules, priorities, and meeting short- and long-term goals and deadlines.

iii. Certifications, Licenses, Registrations:

Valid Driver's license with personal automobile and appropriate insurance required at the time of appointment and throughout employment.

iv. Other Requirements:

Ability to work some evening and weekend hours, depending upon the project.

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories below.

A. PHYSICAL ACTIVITY OF THE POSITION: (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job). **CHECK ALL THAT APPLY:**

<input type="checkbox"/>	Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
<input type="checkbox"/>	Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
<input type="checkbox"/>	Stooping: Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
<input checked="" type="checkbox"/>	Kneeling: Bending legs at knee to come to a rest on knee or knees.
<input checked="" type="checkbox"/>	Crouching: Bending the body downward and forward by bending leg and spine.
<input type="checkbox"/>	Crawling: Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	Reaching: Extending hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	Standing: Particularly for sustained periods of time.
<input checked="" type="checkbox"/>	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
<input type="checkbox"/>	Pushing: Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
<input type="checkbox"/>	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input type="checkbox"/>	Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
<input checked="" type="checkbox"/>	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input type="checkbox"/>	Grasping: Applying pressure to an object with fingers and palm.
<input type="checkbox"/>	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	Talking: Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
<input type="checkbox"/>	Hearing: Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
<input checked="" type="checkbox"/>	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	Driving: Minimum standards required by state law (including license).

B. PHYSICAL REQUIREMENTS OF THE POSITION: (List the physical requirements that are essential functions of the job.) **CHECK ONE:**

<input type="checkbox"/>	Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
<input checked="" type="checkbox"/>	Light Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
<input type="checkbox"/>	Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

<input type="checkbox"/>	Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.
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C. VISUAL ACUITY REQUIREMENTS: (List the visual acuity requirements that are essential functions of the job.)
CHECK ONE:

<input checked="" type="checkbox"/>	Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative: This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
<input type="checkbox"/>	Machine Operators, Mechanics, Skilled Tradespeople: This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
<input type="checkbox"/>	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	Other: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

D. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc.

Approximate Percentage of time performing field work: 10% - CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/>	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input checked="" type="checkbox"/>	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input checked="" type="checkbox"/>	The worker is subject to outside environmental conditions: No effective protection from weather.
<input type="checkbox"/>	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
<input type="checkbox"/>	The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
<input type="checkbox"/>	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	The worker is required to wear a respirator.

E. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.) **CHECK ALL THAT APPLY:**

<input type="checkbox"/> Camera and photographic equipment	<input checked="" type="checkbox"/> Handcart	<input type="checkbox"/> Packing materials (boxes, shrink wrap, etc.)
<input type="checkbox"/> Cleaning supplies	<input checked="" type="checkbox"/> Office Equipment (desk, chair, telephone, etc.)	<input checked="" type="checkbox"/> PC software
<input type="checkbox"/> Commercial vehicle	<input checked="" type="checkbox"/> Office supplies (pens, staplers, pencils, etc.)	<input checked="" type="checkbox"/> PC equipment (monitor, keyboard, printer, etc.)
<input type="checkbox"/> Data processing equipment		
<input checked="" type="checkbox"/> Office Machines (check all that apply): <input checked="" type="checkbox"/> Copier <input checked="" type="checkbox"/> Facsimile <input checked="" type="checkbox"/> Calculator <input type="checkbox"/> Cash register		

F. SUPPLEMENTARY INFORMATION: (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such as personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

Position is funded by Cities Forward Grant

G. I believe that the statements made above in describing this job are complete and accurate.



 Signature of Department Head or Designated Representative



Department of Employee Relations

Cavalier Johnson
Mayor

Harper Donahue, IV
Director

Molly King
Employee Benefits Director

Nicole Fleck
Labor Negotiator

TO: The Honorable
The Board of City Civil Service Commissioners

FROM: Kristin Hennessy Urban
Human Resources Manager

DATE: April 30, 2025

RE: Request from the Milwaukee Public Library (MPL) to **exempt** one grant-funded position of Civic Engagement Services Manager

<u>Position Title</u>	<u># of Positions</u>	<u>Pay Range</u>
Civic Engagement Services Manager	1	1GX (\$85,086-\$98,703)

Please find attached a request from Deputy Library Director Jennifer Meyer-Stearns to **exempt** the position of Civic Engagement Services Manager and a job description.

The Civic Engagement Services Manager will develop a comprehensive plan to promote civic literacy through voter registration and community engagement. This position is funded by the Cities Forward Grant, which sunsets on March 31, 2026. Because of the grant-funded nature of this position, the fact that the grant expires in less than a year, and the resulting need to fill the position quickly, I recommend approval of the request to exempt the position of Civic Engagement Services Manager.

Please contact me at 414.286.8643 should you have additional questions related to this request.