



Department of Employee Relations

Cavalier Johnson
Mayor
Harper Donahue, IV
Director
Molly King
Employee Benefits Director
Vacant
Labor Negotiator

December 6, 2024

The Honorable
Finance and Personnel
Committee Common Council
City of Milwaukee

Common Council File No. 241236 – Communication from the Department of Employee Relations relating to classification studies scheduled for the December 10, 2024 City Service Commission meeting.

Dear Committee Members:

The following classifications and pay recommendations are scheduled for the Civil Service Commission meeting on December 10, 2024.

DPW – Operations – Fleet Services

Current	Recommended
Program Assistant II PR 5IN (\$57,620 - \$72,025) (One Position)	Program Assistant III PR 5JN (\$60,036 - \$75,045) FN: Recruitment is at \$62,229 (One Position)
Program Assistant I PR 5GN (\$53,351 - \$66,689) (One Position)	Program Assistant II PR 5IN (\$57,620 - \$72,025) (One Position)

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

Library

Current	Recommended
Library Volunteer Coordinator PR 2EN (\$48,079 - \$67,309) FN: Recruitment is at \$57,730 (One Position)	Marketing and Communications Coordinator PR 2JX (\$66,154 - \$92,612) FN: Recruitment is at \$75,722 (One Position)
New Positions (14 Positions)	Library Security Guard PR 8AN (\$44,862 - \$53,601) FN: Recruitment is at \$43,036 FN: Employees will receive an additional 5% incentive for lead work. (14 Positions)

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

Respectfully Submitted,



Harper Donahue, IV
Employee Relations
Director

Attachments: Job Evaluation Reports
Fiscal Impact Statement



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Department of Employee Relations

JOB EVALUATION REPORT

City Service Commission Meeting: December 10, 2024

DPW – Operations – Fleet Services

Current	Recommended
Program Assistant II PR 5IN (\$57,620 - \$72,025) (One Position)	Program Assistant III PR 5JN (\$60,036 - \$75,045) FN: Recruitment is at \$62,229 (One Position)
Program Assistant I PR 5GN (\$53,351 - \$66,689) (One Position)	Program Assistant II PR 5IN (\$57,620 - \$72,025) (One Position)

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

The Department of Public Works (DPW) – Operations has requested that two of their positions in Fleet Services be reclassified to a higher level due to a change in duties and responsibilities. New job descriptions were provided, and communications and discussions were held with Brian White, Fleet Services Manager, and Makisha Porter, Operations Human Resources Administrator.

Program Assistant III

The basic function of this position is to perform various administrative functions in DPW Fleet Services Administration including general office duties. This position also performs confidential administrative tasks related to personnel and disciplinary matters within DPW Operations. Duties and responsibilities include:

- 90% Acts as a confidential secretary for the positions of Fleet Services Manager, Fleet Repairs Manager, and Fleet Operations Manager; utilizes various programs to process correspondence, reports, resolutions, fiscal notes, charts, etc.; arranges appointments schedules, conferences and interviews; processes confidential reports regarding disciplinary and labor issues; acts as a field security system manager by creating and/or updating security clearance and identification cards; adds and/or removes clearances based on personnel changes and lost cards; runs access reports; manages fuel access for all DPW employees; activates, disables, and replaces fuel cards as required; creates, updates, and maintains records in various programs for new fleet equipment; maintains personnel records and information; registers, titles and licenses all new city equipment; maintains records through all phases of equipment ownership and disposal; manages office supplies including ordering and distribution; arranges for supplies and servicing for office machines and building maintenance issues; and orders and manages all department issued mobile phones.
- 10% Performs other duties or special projects as assigned.

Minimum requirements include five years of job-related experience including six months of experience at the Program Assistant II level or above. Equivalent combinations of education and experience may be considered.

This position is located in the Fleet Services Section under Fleet Administration. It has evolved and taken on additional higher level duties including increased responsibility for processing and documentation of discipline; and increased responsibility in mobile phone management and administration including ordering, activating, replacing, and monitoring phones throughout Fleet Services plus phones issued to snow drivers. Other changes include increased responsibility related to the Raze and Revive demolition program including data entry of multiple dump tickets for each property and assisting with compiling packets of several documents including associated permits, utility disconnect notices, asbestos reports, and raze orders.

With these changes, the nature of work and level of responsibility is more comparable to those of a Program Assistant III in Pay Range 5JN (\$60,036 - \$75,045) with a recruitment rate of \$62,229. Program Assistant III positions perform a variety of office and administrative work in support of a distinct area of operations within a city department and their work supports a significantly complex program or area of operations. These positions require the equivalent knowledge and skill obtained from a bachelor's degree and an extensive knowledge of technical and/or administrative processes.

We therefore recommend this position of Program Assistant II in Pay Range 5IN (\$57,620 - \$72,025) be reclassified to Program Assistant III in Pay Range 5JN (\$60,036 - \$75,045) with a recruitment rate of \$62,229.

Program Assistant II

The basic function of this position is to perform various administrative functions in the DPW Fleet Services Stockroom including compiling statistical reports, tracking of work orders, verifying vendor invoices for payment, processing inventory disbursements, collecting and distributing credit card purchases; and performing general office duties. Duties and responsibilities include:

- 90% Supports repairs and stockroom operations by completing various administrative and accounting functions and general office tasks including processing vendor invoices for payment, entering vendor invoice data into the computer program Assetworks, consolidating and reconciling packing slips, service orders and invoices; verifying outlying garage parts charge outs and orders; processing pro-card purchases; ordering and maintaining office supplies; processing and entering periodic inventory counts; sorting, receiving and sending mail; maintaining and organizing records and other files; and supporting snow and ice control operations as assigned.
- 10% Performs other duties or special projects as assigned.

Minimum requirements include four years of job-related experience including six months of experience at the Program Assistant I level or above. Equivalent combinations of education and experience may be considered.

This position is located under Fleet Store Rooms under the Fleet Services Section. There have been several recent changes in the duties and responsibilities of this position including increased accounting responsibility related to Fleet stockroom inventory and purchases. This involves detailed coding of

invoices for payment, associated department, and service contracts, and entering this information in the computer system Assetworks FleetFocus. Other changes include increased responsibility for Procard reconciliation. Procards are used to purchase parts from vendors who do not have an existing City contract. Although the value and volume are small, the number of vendors is large. This position also reviews all parts disbursements from the second shift outlying garage to ensure items have been charged out appropriately. It should also be noted that in 2025 all Milwaukee Police Department (MPD) repair costs will become reimbursable instead of being internally funded through Fleet’s operating budget. This change will create more tasks and responsibility for this position related to entering MPD costs for purchases and outsourced work to the database.


With these changes, the nature of work and level of responsibility are more comparable to those of a Program Assistant II in Pay Range 5IN (\$57,620 - \$72,025). A distinction of the Program Assistant II classification is the analysis of information in contrast to gathering or compiling. These positions 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. These positions require the equivalent knowledge and skill obtained from a bachelor’s degree.

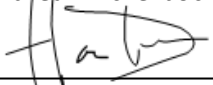
We therefore recommend this position of Program Assistant I in Pay Range 5GN (\$53,351 - \$66,689) be reclassified to Program Assistant II in Pay Range 5IN (\$57,620 - \$72,025).

Action Required - Effective Pay Period 2, 2025 (January 5, 2025)

* See addendum included in CCFN for Salary and Position Ordinance changes.

Prepared by: Sarah Trotter
 Sarah Trotter, Human Resources Manager, Part-Time

Reviewed by: 
 Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
 Harper Donahue IV, Employee Relations Director



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Department of Employee Relations

JOB EVALUATION REPORT

City Service Commission Meeting: December 10, 2024

Library

Current	Recommended
Library Volunteer Coordinator PR 2EN (\$48,079 - \$67,309) FN: Recruitment is at \$57,730 (One Position)	Marketing and Communications Coordinator PR 2JX (\$66,154 - \$92,612) FN: Recruitment is at \$75,722 (One Position)
New Positions (14 Positions)	Library Security Guard PR 8AN (\$44,862 - \$53,601) FN: Recruitment is at \$43,036 FN: Employees will receive an additional 5% incentive for lead work. (14 Positions)

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

The Milwaukee Public Library has requested a reclassification of one position due to evolved duties and responsibilities and the classification of new positions. Job descriptions were provided and conversations were held with Victoria Robertson, Library Human Resources Administrator.

Current	Library Volunteer Coordinator	PR 2EN (\$48,079 - \$67,309) FN: Recruitment is at \$57,730	One Position
Recommended	Marketing and Communications Coordinator	PR 2JX (\$66,154 - \$92,612) FN: Recruitment is at \$75,722	One Position

This position implements campaigns that markets the Milwaukee Public Library (MPL) using a variety of traditional and digital communications channels, including printed media, website, email, social media, and digital signage. Duties and responsibilities include:

- Develop a comprehensive understanding of all MPL offerings, including programs, collections, resources and other services.
- Actively participate in monthly editorial meetings to align campaigns with the broader communication plan and strategies.
- Design and implement targeted marketing campaigns to promote MPL to the community through traditional and digital communication channels, ensuring consistent branding across all materials.
- Create high-quality content tailored to the target audience, optimizing it for various platforms.
- Test, evaluate, and suggest improvements through campaign.

- Coordinate logistics for marketing initiatives, including scheduling, materials preparation, and vendor liaison.
- Write, design, and distribute marketing materials, flyers, and other program information to support spotlight program awareness and drive attendance.
- Serve as a communication liaison for special events planning, including summer reading, cluster events, and other larger library events that require additional marketing and outreach support.
- Document program activity through photography and cellphone/camera videos. Maintain photos and records in an easy to access and understand manner.
- Provide support in staff participating in outreach events, from print materials to other promotional items.
- Serve as the communications and marketing point person for all teen programming and promotions.
- Design, create, and post original and engaging social media content across library channels. Create graphics or videos to accompany posts.
- Identify and implement paid advertising campaigns for specific programs and events.
- Monitor and respond to comments generated by social media posts.
- Attend regular City-wide Social Media Management meetings.
- Identify new trends and social channels, suggesting changes to increase follower engagement.
- Collaborate with other social media content creators to ensure consistency of brand and strategic channel goals.
- Create, plan, and post website content on MPL's website, including program-specific pages and specialty pages designed to engage the target audiences. Keep up to date with website CMS and other technologies.
- Review monthly web analytics and identify areas that have opportunities for improvement.
- Coordinate all digital signage with MPL IT team and other vendors.
- Coordinate interior and exterior print signage requests for special events, displays, library shelving, working closely with the Communications Director to ensure brand standards and consistency across all locations.
- Support Marketing and Communications Officer with creating content and designs for MPL's electronic marketing, including newsletters and other communications.
- Respond to general inquires regarding library events and programs from public and library system.
- Serve as a marketing and communications representative on various internal and external committees.
- Prepare and distribute reports and correspondence.
- Perform other duties as assigned.

Minimum qualifications include a bachelor's degree in communications, marketing, journalism, or a related field from an accredited college or university; one year of progressively responsible experience in journalism, marketing, communications, media, or public relations, including strategic communications and social media; and a valid driver's license at time of appointment and throughout employment.

The department has indicated that the current incumbent of the position has been expanding more into communication and marketing duties, including serving as the account manager and content creator for the MPL's Instagram and TikTok accounts, which are nationally recognized with a Peabody nomination.

These duties and responsibilities have been expanding over time as the media and marketing needs have increased in order to maintain the MPL’s social media presence.

Due to the similarity and comparable duties and responsibilities this position has evolved to taking on in comparison to other Marketing and Communications Coordinators city wide, this report recommends reclassifying one position of Library Volunteer Coordinator in Pay Range 2EN (\$48,079 - \$67,309, recruitment at \$57,730) as a Marketing and Communications Coordinator in Pay Range 2JX (\$66,154 - \$92,612) with a recruitment rate of \$75,722.

Current	New Positions		14 Positions
Recommended	Library Security Guard	PR 8AN (\$44,862 - \$53,601) FN: Recruitment is at \$43,036 FN: Employees will receive an additional 5% incentive for lead work.	14 Positions

Under the direction of the Security Manager, this position will assist in implementing the overall security program to ensure the safety and security of library staff, the public, library facilities, and assets for the Milwaukee Public Library system, including Central and branch libraries. This position responds to security patron incidents and coordinates with other security team members and MPL staff. Duties and responsibilities include:

- Patrol and monitor library facilities in order to identify, prevent, and respond to violations of the Library’s Rules of Conduct, policies and procedures.
- Evaluate problems related to the security of library staff, volunteers, patrons, and property, and take appropriate preventative and protective action.
- Explain rules and procedures to library visitors and solicit cooperation and compliance.
- Investigate and handle disturbances and, as needed, obtain police and law enforcement assistance.
- When needed, enforce exclusion policies.
- Perform crowd control duties for special events.
- Obtain, record, and maintain necessary documentation, records and reports.
- Operate security and property-related programs.
- When assigned, serve as a liaison between library staff, police agencies and personnel, contracted security personnel, and the public.
- Appear in court as needed to provide evidence in legal matters.
- Provides security support for after hours and special events that are held on MPL property.
- Serve as the backup to the MPL Security Investigator when needed.
- Respond to medical emergencies. Take a lead role in responding to building emergencies and evacuations.
- Identify and report security and/or safety conditions and concerns. Identify and recommend procedures and methods to prevent property loss and damage.
- Work with library staff to identify and resolve security problems and keep the Safety and Security Manager informed of activities and/or problems.

Minimum qualifications include Private Security Permit and one year of related experience performing similar duties in settings that require highly visible and sensitive public contact, conflict

resolution and problem-solving skills, and the ability to respond appropriately to critical incidents in an occupational setting. An associate’s degree is preferred. The Staffing Division has not yet assessed these requirements.

The department has indicated a need to transition from contracted security staff to dedicated staff, noting budgetary constraints and retention of skilled and knowledgeable employees. The Library’s operations are vast and cover two shifts, including weekends. It would also be pertinent to note that with the Library’s community ties and outreach, events play a larger role to engage with the general public. Currently the Library contracts their security through Securitas and not only is the city paying overhead for the contracting service, for special events, there is a premium upcharge that is approximately \$14.18 per hour over the standard rate. Furthermore, there is an issue with retention as contracted staff see a higher turnover rate and with the expansive library system that the City of Milwaukee has, there is a lot of time lost in training when there is that turnover. The addition of these positions should address both the budgetary constraints and the ability to retain library experienced security staff.

Below are market rates of pay as reported by the Economic Research Institute (ERI), a salary survey to which DER subscribes:

Security Guard

Years of Experience	10th Percentile	25th Percentile	Mean	75th Percentile	90th Percentile
10	\$ 41,777	\$ 44,477	\$ 48,240	\$ 51,468	\$ 54,948
9	\$ 40,861	\$ 43,506	\$ 47,199	\$ 50,354	\$ 53,758
8	\$ 39,915	\$ 42,504	\$ 46,124	\$ 49,205	\$ 52,531
7	\$ 38,928	\$ 41,456	\$ 45,000	\$ 48,005	\$ 51,251
6	\$ 37,882	\$ 40,346	\$ 43,808	\$ 46,733	\$ 49,896
5	\$ 36,762	\$ 39,155	\$ 42,529	\$ 45,368	\$ 48,445
4	\$ 35,570	\$ 37,884	\$ 41,163	\$ 43,911	\$ 46,895
3	\$ 34,317	\$ 36,547	\$ 39,721	\$ 42,371	\$ 45,260
2	\$ 33,024	\$ 35,162	\$ 38,225	\$ 40,770	\$ 43,559
1	\$ 31,717	\$ 33,755	\$ 36,699	\$ 39,136	\$ 41,820

Source: ERI Data as of October 1, 2024

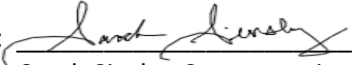
ERI defines a Security Guard as a position that guards industrial or commercial property against fire, theft, vandalism, and illegal entry. Patrols buildings and grounds of industrial plant or commercial establishment, docks, or work site. Examines doors, windows, and gates to determine that they are secure. Preserves order and enforces security regulations. Warns violators of rule infractions, such as loitering, smoking, or carrying forbidden articles; and apprehends or expels culprits. Inspects equipment and machinery to ascertain if tampering has occurred. Watches for and reports conditions that could result in injury or loss due to fire hazards, leaking pipes, spills, faulty equipment, etc. Checks personnel for proper identification and clearance. Permits authorized people to enter property. Checks incoming and outgoing packages. Observes departing personnel to guard against theft of company property. Sounds alarm or calls police or fire department in case of fire, difficulty with unauthorized people, or

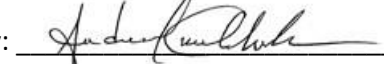
medical emergencies. Records data, such as property damage, unusual occurrences, and malfunctioning of machinery or equipment, for use by supervisory staff.

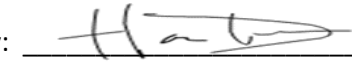
Based off the responsibilities in comparison to the classification and market rates of pay in southeastern Wisconsin, this report recommends classifying fourteen new positions as Library Security Guard and placing it in Pay Range 8AN (\$44,862 - \$53,601) with a recruitment rate of \$43,036. This report further recommends providing an incentive 5% for lead work assignments that may be reexamined at a later date to determine on whether or not it would be beneficial to business operations to have a dedicated lead classification.

**Action Required – Security Guard proposed classification effective Pay Period 1, 2025 (December 22, 2024)
Marketing and Communications Coordinator proposed reclassification effective Pay Period 2, 2025 (January 5, 2025)**

* See addendum included in CCFN for Salary and Position Ordinance changes.

Prepared by: 
Sarah Sinsky, Compensation Supervisor

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Harper Donahue IV, Employee Relations Director



City of Milwaukee Fiscal Impact Statement

A **Date** 12/11/2024 **File Number** 241236 **Original** **Substitute**

Subject Communication from the Department of Employee Relations regarding the costs of classification reports approved at the City Service Commission on December 10, 2024.

B **Submitted By (Name/Title/Dept./Ext.)** Sarah Wangerin/ Human Resources Representative / Employee Relations

C **This File**

- Increases or decreases previously authorized expenditures.
- Suspends expenditure authority.
- Increases or decreases city services.
- Authorizes a department to administer a program affecting the city's fiscal liability.
- Increases or decreases revenue.
- Requests an amendment to the salary or positions ordinance.
- Authorizes borrowing and related debt service.
- Authorizes contingent borrowing (authority only).
- Authorizes the expenditure of funds not authorized in adopted City Budget.

D **Charge To**

- Department Account
- Capital Projects Fund
- Debt Service
- Other (Specify) _____
- Contingent Fund
- Special Purpose Accounts
- Grant & Aid Accounts

	Purpose	Specify Type/Use	Expenditure	Revenue
E	Salaries/Wages		\$0.00	\$0.00
			\$0.00	\$0.00
	Supplies/Materials		\$0.00	\$0.00
			\$0.00	\$0.00
	Equipment		\$0.00	\$0.00
			\$0.00	\$0.00
	Services		\$0.00	\$0.00
			\$0.00	\$0.00
	Other		\$0.00	\$0.00
			\$0.00	\$0.00
	TOTALS		\$ 0.00	\$ 0.00

F

Assumptions used in arriving at fiscal estimate.

The total cost for 2024 is \$0. Total cost for full year is \$4,961. Please see attached spreadsheet for details. Cost breakdown is in attached spreadsheet.

G

For expenditures and revenues which will occur on an annual basis over several years check the appropriate box below and then list each item and dollar amount separately.

1-3 Years 3-5 Years

1-3 Years 3-5 Years

1-3 Years 3-5 Years

H

List any costs not included in Sections D and E above.

I

Additional information.

J

This Note **Was requested by committee chair.**

Department of Employee Relations
Fiscal Note Spreadsheet

City Service Commission Meeting of December 10, 2024
Finance and Personnel Committee Meeting of December 11, 2024

		NEW COSTS FOR FULL YEAR											
Pos.	Dept	From	PR	To	PR	Annual	Annual	EffPP	Costs	Rollup	Rollup+ Sal		
3	1	Library	Library Volunteer Coordinator	2EN	Marketing and Communications Coordinator	2JX	\$63,624	\$77,994	2	N/A Included in 2025 budget		22.58%	
Vacant	14	Library	New Position	N/A	Library Security Guard *	8AN	#N/A	\$43,036	1	N/A Included in 2025 budget			
3	1	DPW - OPS	Program Assistant II	5IN	Program Assistant III	5JN	\$59,942	\$64,226	2	\$4,119	\$842	\$4,961	7.15%
3	1	DPW - OPS	Program Assistant I	5GN	Program Assistant II	5IN	\$56,051	\$59,348	2	N/A Included in 2025 budget		5.88%	
									17	\$4,119	\$842	\$4,961	

Assume effective date is Pay Period 2, 2025 (January 5, 2025) unless otherwise indicated.

* Effective date is Pay Period 1, 2025 (December 22, 2024)

Note: Totals may not be to the exact dollar due to rounding.