



Milwaukee Water Works

Cavalier Johnson
Mayor

Jerrel Kruschke
Commissioner, Department of Public Works

Patrick W. Pauly
Superintendent, Milwaukee Water Works

April 25, 2024

City Service Commission
Department of Employee Relations
City Hall, Room 706

RE: Request to Extend Probationary Period
Sarah Babe - Program Assistant II

Dear Commissioners:

Milwaukee Water Works (MWW) respectfully requests to extend the probationary period for Sarah Babe, who was promoted to the position of Program Assistant II on November 12, 2023, with a 6-month probationary period that would be completed on May 12, 2024.

Ms. Babe's first and second probationary reports indicated that she was meeting job requirements in all performance factors as she learned the essential functions of her position. Since her second review, as she has taken on the broader scope of her work and begun to work more independently, there have been some challenges with meeting deadlines and proactively communicating the status of her projects.

Due to these concerns, MWW requests Ms. Babe's probationary period be extended by 3 months, to August 12, 2024. Ms. Babe possesses the skills necessary to succeed in her new position, and MWW wants to ensure that she has the benefit of additional coaching before certifying her performance as satisfactory and recommending regular appointment to the position. Ms. Babe is being informed of MWW's request to extend her probationary period, and her job description and a Performance Improvement Plan (PIP) is attached for your review and reference.

Thank you for your consideration. If you have any questions or concerns, please contact me (x2802 or jeislo@milwaukee.gov) or Amy Hefter, Water Works Human Resources Administrator (x2805 or ahefte@milwaukee.gov).

Very truly yours,

Jane E. T. Islo
Water Works Administration Manager

c Patrick W. Pauly, Superintendent
Amy E. Hefter, Water Works Human Resources Administrator
Michelle Natarajan, Water Quality Manager
Jason Otto, Water Quality Operations Manager
Dan Thomas, DPW Administrative Services Director

Attachments (3):
Job Description
Report on Probationary Service
Performance Improvement Plan

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: 05/14/2023		2. Present Incumbent: Standard		Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> <i>If YES, indicate Underfill Title in box 10.</i>	
3. Date Filled:		4. Previous Incumbent: New Position 2023 Budget			
5. Department: Public Works, Dept. of			Bureau: Division: Water Works		Unit: Section: Water Quality
6. Work Location: 3000 N Lincoln Memorial Dr			Telephone: Email:		Work Schedule: Hours: 7:00 am – 3:30 pm Days: Monday-Friday
7. Represented by a Union? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		8. Bargaining Unit: Non-Mgmt/Non-Rep If in District Council 48, which local?			9. FLSA Status (check one): <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt
10.	Official Title: Program Assistant II			Pay Range	Job Code
	Underfill Title (if applicable):			5FN	0489DC
	Requested Title (if applicable):				
Recommended Title (DER Use Only):				Approved by: Date:	

11. BASIC FUNCTION OF POSITION:

This position is responsible for monitoring and updating tracking systems to facilitate the collection and analysis of water samples for lead, copper and other metals. This includes working directly with the Water Chemist Project Leader, Water Laboratory Technicians, Milwaukee Water Works (MWW) Distribution Section staff, and schools and childcares to ensure up-to-date records and assist in achieving compliance with all lead and copper testing regulations. This position also plays a key role in making and tracking customer contacts, preparing results letters, explaining testing procedures and educating customers on lead-safe practices.

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

A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
25	<ul style="list-style-type: none"> Provide daily updates to the list of properties scheduled for lead testing using a database, Microsoft Office products, laboratory information management system (LIMS) and other software tools, as needed. Work directly with Milwaukee Water Works (MWW) Distribution Section to identify properties scheduled for lead service line replacement and coordinate lead testing before and after the replacement. Ensure that properties with a lead service line replacement are tested within the designated timeframe after replacement in compliance with the Lead and Copper Rule Revisions.
25	<ul style="list-style-type: none"> Work with Water Laboratory Technicians to contact customers and schedule testing, keeping detailed records of all customer contacts and attempted contacts. Use customer service skills and MWW guidelines to communicate respectfully and compassionately, while providing scientifically accurate information to customers. Communicate with customers to schedule testing, explain testing procedures and educate customers on lead-safe practices. Assist with answering customer questions about lead in water.
25	<ul style="list-style-type: none"> Work directly with 20% of primary schools and childcares each year to schedule lead testing in compliance with Lead and Copper Rule Revisions. Distribute information to secondary schools and other customers, as directed, regarding the process for lead testing.
15	<ul style="list-style-type: none"> Contact customers to follow up after testing kit has been delivered, to ensure sampling follow through.

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

% of Time	ESSENTIAL FUNCTION
	<ul style="list-style-type: none"> Respond to customers to arrange the pick-up of completed sample kits. Prepare and send test results to customers in relation to lead and other metals.
5	<ul style="list-style-type: none"> Assist with the preparation of letters, educational materials, and sampling instructions to be provided to customers on the topic of lead.

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
5	<ul style="list-style-type: none"> Other duties as assigned.

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Water Quality Operations Manager

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

This position works under supervision, with the incumbent performing a variety of routine duties within established policies and procedures or by referral to the supervisor's guidelines.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = 0.

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	Extent of Supervision Exercised <i>(Select those that apply from list above, a - h)</i>

F. MINIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)

i. Education and Experience:

Four (4) years of administrative support experience performing duties related to the essential functions of the position.

ii. Knowledge, Skills and Abilities:

TECHNICAL

- Knowledge of best practices for providing administrative support.
- Ability to read and interpret job-related documents, such as instructions, policies, procedures, reports, ordinances, and contracts.
- Ability to attain thorough knowledge of a particular program or operational area.
- Ability to create and distribute documents and maintain detailed records.
- Ability to learn and use the City's online meeting and video conferencing platforms.
- Proficiency using word processing and spreadsheet applications to produce documents and reports.
- Knowledge of database management and the ability to perform accurate data entry.
- Ability to learn and use a laboratory information management system database, a database of lead service line replacements, and other data management tools as assigned.
- Ability to operate standard office equipment, including copiers, printers, and label printers.
- Ability to be detail oriented.

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COMMUNICATION

- Written communication skills to be able to proofread documents and produce clear and concise business correspondence.
 - Knowledge of the English language, including proper sentence structure, grammar, and punctuation.
- Verbal communication skills to be able to convey information clearly and effectively to customers and coworkers.

CUSTOMER SERVICE AND INTERPERSONAL

- Customer service skills, empathy, and tact to be able to serve the public in a positive manner.
- Ability to diplomatically address concerns of customers, sometimes in difficult situations.
- Interpersonal skills to build good working relationships and work effectively with managers, coworkers, other City employees, external agencies and the public, in a diverse, professional environment.
- Ability to work cooperatively and fairly with people whose backgrounds may differ from one's own.
- Ability to work collaboratively as a team with management and office support staff.
- Ability to use a script, customer contact policies and good judgement to interact with customers professionally by telephone, text, email and in person.
- Written and verbal communication skills.
- Ability to work within a team environment.
- Honesty, integrity, and the ability to maintain confidentiality of customer information.

CRITICAL THINKING AND ORGANIZATIONAL

- Ability to work with managers and professionals to compile and analyze information.
- Ability to solve problems satisfactorily and exercise sound judgment.
- Ability to exercise independence in carrying out the responsibilities of the position.
- Ability to work independently, accomplish identified work deadlines, and prioritize multiple tasks.
- Ability to show initiative and continually improve processes.
- Ability to accurately maintain numerical and alphabetical filing systems.
- Attention to detail and ability to perform work accurately.
- Ability to process mail and manage supplies.

iii. Certifications, Licenses, Registrations:

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iv. Other Requirements:

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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 listed below.

G. 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,

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	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 type="checkbox"/>	Kneeling: Bending legs at knee to come to a rest on knee or knees.
<input 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 type="checkbox"/>	Reaching: Extending Hand(s) and arm(s) in any direction.
<input type="checkbox"/>	Standing: Particularly for sustained periods of time.
<input 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 checked="" 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 type="checkbox"/>	Driving: Minimum standards required by State Law (including license).

H. PHYSICAL REQUIREMENTS OF THE POSITION: (List the physical requirements that are essential functions of the job.)

CHECK ONE:

<input checked="" 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 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.

I. 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.

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J. 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: 0%**

CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/>	None: The worker is not substantially exposed to adverse environmental conditions (<i>such as typical office or administrative work</i>).
<input type="checkbox"/>	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (<i>i.e. warehouses, covered loading docks, garages, etc.</i>)
<input 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.

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

L. 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 a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

Water treatment plants are deemed critical infrastructure and require employees to adhere to strict security procedures. The incumbent must also be professional in conduct and appearance.

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



Signature of Department Head or Designated Representative

05/14/2023

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