



Department of Employee Relations

**Tom Barrett**  
Mayor

**Maria Monteagudo**  
Director

**Michael Brady**  
Employee Benefits Director

**Deborah Ford**  
Labor Negotiator

April 1, 2013

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

Dear Committee Members:

Re: Common Council File Number 121389

The following classifications and pay levels will be submitted to the Board of Fire and Police Commissioners on **April 4, 2013**. We recommend these changes subject to approval by the Board of Fire and Police Commissioners.

In the Police Department:

One vacant position of Police Identification Supervisor, Pay Range 4I – PR 835 is recommended for reclassification to Police Records Manager, Pay Range 1DX.

One new position is recommended for classification as Lead Police Telecommunicator, Pay Range 6HN.

Ten new positions are recommended for classification as Police Telecommunicator, Pay Range 6FN.

The job evaluation reports and letter covering the above positions, including the necessary Salary and Positions Ordinance amendments, are attached.

Sincerely,

**Maria Monteagudo**  
Employee Relations Director

MM:fcw

Attachment: 2 Job Evaluation Reports  
1 Fiscal Note

C: Mark Nicolini, Jennifer Meyer, James Carroll, Bryan Rynders, Deborah Ford, Nicole Fleck, Victoria Robertson, Michael Tobin, Chief of Police Edward Flynn, Chief of Staff Joel Plant, Inspector Mary Hoerig, Inspector William Jessup, Valarie Williams, and Charles Burki



## JOB EVALUATION REPORT

Fire and Police Commission Meeting Date: April 4, 2013

### POLICE DEPARTMENT

Current	Request	Recommendation
Police Identification Supervisor PR 4I - PR 835 (\$69,050-\$83,488) Vacant	Police Records Manager PR TBD	Police Records Manager PR 1DX (\$53,519 - \$74,922)

### Action Required

In the Salary Ordinance, under Pay Range 1DX, add the title "Police Records Manager".

In the Positions Ordinance, under Police Department, Specialized Investigations, Investigative Management Division, delete one position of "Police Identification Supervisor" and under Strategic Management, Records Management, add one position of "Police Records Manager".

### Background

The Milwaukee Police Department has requested the reclassification of a vacant Police Identification Supervisor to a civilian classification of Police Records Manager. The department provided a new job description for this position and DER staff met with Inspector Mary Hoerig, Human Resources Administrator Valarie Williams and Police Information Systems Director Charles Burki.

This new Police Records Manager will report to the Inspector of Police overseeing the Strategic Management Division. The Police Records Manager is responsible for managing the day-to-day activities of the Records Management Section and is directly or indirectly responsible for the work of 25 staff in the work section. Duties, responsibilities and requirements include:

- 40% Participate in the development of policies, processes, procedures and systems; monitor work activities to ensure compliance with established policies and procedures; make recommendations for changes and improvements to existing standards and procedures. Recommend and assist in the implementation of goals and objectives; implement approved policies, procedures and systems. Establish schedules and methods for providing records management services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly, and auditing for quality assurance.
- 15% Plan, prioritize, assign, supervise, review and participate in the work of staff responsible for the daily operations and activities of law enforcement records management. Participate in the selection of records staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- 5% Participate in the preparation and administration of the records management program budget; submit budget recommendations; monitor expenditures
- 15% Provide and ensure proper training of department members regarding the use of the Records Management System and National Incident Based Reporting.
- 10% Oversee the preparation of analytical and statistical reports on operations and activities.

- 10% Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of records management. Monitor legal and procedural developments related to law enforcement records.
- 5% Perform the more technical and complex tasks of the work unit including ensuring compliance with applicable rules and regulations related to law enforcement records management

Knowledge, Skills, Abilities and Personal Qualifications include:

Knowledge of:

- Operations, services and activities of law enforcement records management
- Keen understanding of records management systems, Uniform Crime Statistics and National Incident Based Reporting (NIBRS)
- Principles and practices of data storage, retrieval and processing
- Principles of supervision, training and performance evaluation
- Modern and complex principles and practices of the criminal justice system
- Court procedures/requirements concerning criminal case filings
- Pertinent federal, state and local laws, codes and regulations

Ability and Skills:

- Supervise, organize and review the work of lower level staff
- Select, supervise, train and evaluate staff
- Organize and navigate a law enforcement records management system
- Apply applicable codes and regulations to records management
- Accurately utilize and operate assigned law enforcement software applications
- Interpret and explain City policies and procedures
- Interpret and apply current legislation to law enforcement records management
- Prepare clear and concise reports
- Problem solving and analytical skills
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships with those contacted in the course of work
- Manage projects
- Ability to work productively under pressure

Requirements provided by the department include and Associate Degree in business or public administration or related field (Bachelor's degree preferred) with at least four years of responsible police records management experience, including one year of lead supervisory responsibility. Equivalent combinations of education and experience may also be considered.

**Analysis**

The Milwaukee Police Department has requested that a new civilian position be created to manage the work of this unit. Historically, the position had been headed by a Captain of Police (4N - Pay Range 839 \$80,373 - \$97,262).

This position will directly or indirectly lead a staff of 25 civilian employees. The work of the section involves coding and entering criminal information and citation information into the Police department's record management system. The Records Manager is responsible for ensuring the quality of work of the section, creating and improving work procedures and policies, as well

as for training the members of the Police department in the use of the Record Management and National Incident Based Reporting systems.

Within the City this position compares in nature and level of work to the Document Services Manager in the Department of Administration-Business Operations Division (PR 1DX \$53,519 - \$74,922). The Document Services Manager manages the Document Services Section and assists in the monitoring and compliance of city-wide standards for records management. The position manages the work group; establishes standards and guidelines and maintains the city records program; consults with city departments on records management and related information system issues; monitors department compliance with records laws; and functions as the technology administrator for the records management system. The position requires a related Bachelor's degree and three years progressively responsible related experience.

Other titles with similar level of responsibility in Pay Range 1DX include Customer Services Manager in Treasurer's Office and Building Codes Enforcement Supervisor in Neighborhood Services.

**Recommendation**

We therefore recommend this new civilian position in the Police Department be classified as Police Records Manager and compensated in Pay Range 1DX \$53,519 - \$74,922.

Prepared by: Andrea Knickerbocker *AK*  
Andrea Knickerbocker, Human Resources Manager

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

**JOB EVALUATION REPORT**

Fire and Police Commission Meeting Date: April 4, 2013

This report recommends appropriate classifications and compensation levels for eleven positions created in conjunction with the implementation of the 2013 City of Milwaukee budget. These eleven positions are all located in the Police Department and will be performing the same duties and responsibilities as existing classifications. Job descriptions were provided and discussions were held with Valarie Williams, Human Resources Administrator.

**POLICE DEPARTMENT**

Current	Request	Recommendation
New Position	Lead Police Telecommunicator PR 6HN (\$34,405 - \$37,897) ALEASP Rates	Lead Police Telecommunicator PR 6HN (\$34,405 - \$37,897) ALEASP Rates
New Positions (Ten Positions)	Police Telecommunicator PR 6FN (\$31,915 - \$35,305) ALEASP Rates	Police Telecommunicator PR 6FN (\$31,915 - \$35,305) ALEASP Rates

**Current:**                      **New Position**  
**Request:**                    **Lead Police Telecommunicator**                      **PR 6HN**  
**Recommendation:**    **Lead Police Telecommunicator**                      **PR 6HN**

The basic function of this new position is to receive and process incoming telephone calls for Police service; and, as a leadworker, assist in the supervision and training of new Police Telecommunicators. Duties and responsibilities include the following:

- 25% Promptly answer and process incoming emergency and non-emergency telephone calls from the public for police service.
- 20% Assist Police Telecommunicators with questions regarding procedures and call classification; and advise and counsel Police Telecommunicators on errors and corrections.
- 20% Perform administrative support functions for the Communications Division as needed including operating all equipment associated with the emergency communications systems; utilizing software office programs; distributing teletypes and faxes; preparing daily work assignment sheets; reviewing timecards; and assisting supervisors with confidential internal investigations through data retrieval and typing reports.
- 10% Retrieve and produce recordings of radio frequencies and/or telephone recordings as requested and log all activity; maintain file cabinets; and retrieve information from the Computer Aided Dispatch (CAD) system at the request of a supervisor or other Departmental member.

- 10% Provide suggestions for modifications and improvements to methods of operation, telecommunication and telecommunication equipment; evaluate the validity of modification and improvements as directed; set the standard of conduct for all Police Telecommunicators; monitor and evaluate performance; monitor morale and the tone of the work environment; and conduct random tests and performance checks to ensure the proper handling of calls for service and the operability of equipment.
- 5% Facilitate or co-facilitate training of Police Telecommunicators; serve as a conduit between management and the Police Telecommunicators by disseminating information regarding equipment changes, new procedures or policies, or changes in the pertinent laws; and provide training, as needed, to implement such changes.
- 5% Assist supervisors and other personnel with equipment problems; attempt to verify, diagnose, and solve the problems; and notify appropriate Divisions or agencies of equipment problems.
- 5% Perform other related duties as assigned.

Requirements include two years of experience as a Police Telecommunicator and knowledge of the Communications Division, Department rules and regulations, standard operating procedures, and other policies and procedures.

This new position will have the same duties and responsibilities as the six other Lead Police Telecommunicator positions in Pay Range 6HN. We therefore recommend that this new position be classified as "Lead Police Telecommunicator" in Pay Range 6HN.

<b>Current:</b>	<b>Ten New Positions</b>	
<b>Request:</b>	<b>Police Telecommunicator</b>	<b>PR 6FN</b>
<b>Recommendation:</b>	<b>Police Telecommunicator</b>	<b>PR 6FN</b>

The basic function of these ten new positions is to receive and process emergency and non-emergency incoming telephone calls for police service. Duties and responsibilities include the following:

- 85% Promptly answer and process incoming emergency and non-emergency telephone calls from the public for police service.
- 10% Refer callers to other services for an appropriate response to needs expressed and/or required information.
- 5% Provide telephone service for the intra-system calls received from the Department which may require assistance and/or a police response; process calls received on the TDD (telecommunications device for the deaf); provide necessary inter-communications with other law enforcement agencies; and perform other duties as assigned.

Requirements include two years of experience in high intensity contact or telephone work that includes receiving and/or resolving complaints, problem solving, or substantial responsibility for giving information; or one season as a Seasonal Police Telecommunicator with the Milwaukee Police Department.

These ten new positions will have the same duties and responsibilities as the 52 current positions of Police Telecommunicator in Pay Range 6FN. We therefore recommend that these ten new positions be classified as "Police Telecommunicator" in Pay Range 6FN.

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

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

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