



Department of Employee Relations

Tom Barrett
Mayor

Florence Dukes
Director

David Heard
Fire and Police Commission
Executive Director

Michael Brady
Employee Benefits Director

June 3, 2004

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

Dear Committee Members: Re: Common Council File Number 031689

The following classification and pay recommendations will be submitted to the City Service Commission for consideration on June 8, 2004. We recommend these changes, subject to approval by the City Service Commission.

In the Department of Neighborhood Services a reorganization within the Nuisance and Environmental Health Division would result in classification changes for five positions as follows:

One vacant position of Office Assistant IV, Pay Range 445, is recommended for reclassification to Office Assistant III, Pay Range 425.

One position of Office Assistant II, Pay Range 410, held by Pearlie Brown, is recommended for reclassification to Office Assistant III, Pay Range 425.

Two positions of Environmental Health Specialist II, Pay Range 541, (one position held by Jerry Chilinski and one vacant position), are recommended for reclassification to Environmental Hygienist, Pay Range 555.

One vacant position of Environmental Health Specialist II, Pay Range 541, is recommended for reclassification to Nuisance Control Officer II, Pay Range 516.

The Job evaluation report covering the above positions, including the necessary Positions Ordinance amendments, is attached.

Sincerely,

Florence H. Dukes
Employee Relations Director

FHD:pb

Attachments: Job Evaluation Report; Fiscal Note

c: Joseph Czarnecki, Erick Shambarger, Martin Collins, Jeffrey Crouse, David Krey, Pearlie Brown, Jerry Chilinski, Richard Abelson, John English, Paula Dorsey and James Fields

JOB EVALUATION REPORT

City Service Commission Meeting Date: June 8, 2004

Incumbents: (a) Vacant Position
 (b) Pearlie Brown
 (c-1) Jerry Chilinski; (c-2) Vacant Position
 (d) Vacant Position
 Department: Neighborhood Services

Present	Request
Title: (a) Office Assistant IV (b) Office Assistant II (c) Environmental Health Specialist II (2 positions) (d) Environmental Health Specialist II	Title: (a) Office Assistant III (b) Office Assistant III (c) Environmental Hygienist (2 positions) (d) Nuisance Control Officer II
Pay Range: (a) 445 (\$30,890 - \$34,183) (b) 410 (\$24,928 - \$29,332) (c) 541 (\$36,755 - \$43,586) (d) 541 (\$36,755 - \$43,586)	Pay Range: (a) 425 (\$28,348 - \$31,360) (b) 425 (\$28,348 - \$31,360) (c) 555 (\$40,291 - \$46,005) (d) 516 (\$32,307 - \$36,695)
Step: (a) Not Applicable (b) \$29,332 (c-1) \$44,000* (c-2) Not Applicable (d) Not Applicable <i>*Receiving special attainment step for State Fire Inspectors Certification Program as specified in the Salary Ordinance.</i>	Source: Department
<p>Recommendation:</p> <p>Title and Pay Range (a) Office Assistant III; PR 425 (\$28,348 - \$31,360) (b) Office Assistant III; PR 425 (\$28,348 - \$31,360) (c) Environmental Hygienist (2 positions); PR 555 (\$40,291 - \$46,005) (d) Nuisance Control Officer II; PR 516 (\$32,307 - \$36,695)</p> <p><i>New Rate:</i> (a) Not Applicable (b) \$29,636 (c-1) \$44,331; (c-2) Not Applicable (d) Not Applicable</p>	

Rationale:

This reorganization within the Nuisance and Environmental Health Division is projected to result in a cost savings and additional staffing flexibility for the department. The rationale for the recommended changes within this report are listed separately below:

- (a) This Office Assistant IV position no longer has lead worker responsibilities and the duties and responsibilities are consistent with the Office Assistant III classification.
- (b) Under the restructuring of responsibilities within the Division this Office Assistant II position is assuming higher level responsibilities that are consistent with the Office Assistant III classification.
- (c) Under the restructuring of responsibilities within the Division these two Environmental Health Specialist II positions will be assuming higher level responsibilities that are identical to the other Environmental Hygienist positions in the department.
- (d) This Environmental Health Specialist II position is being transferred to the Nuisance Control section and will be assigned duties identical to other Nuisance Control Officer II positions.

History of Positions:

- (a) & (b) These two positions were transferred from the Health Department in 1999 as part of the creation of the Department of Neighborhood Services. They were last studied as part of the 1996 City-wide office support study.
- (c) & (d) These positions were transferred from the Health Department in 1999 as part of the creation of the Department of Neighborhood Services. No studies of these positions were found, though a study of Environmental Health Specialists II in the Consumer Protection Division was conducted in 1992 and resulted in a "no change" recommendation.

Action Required:

In the Positions Ordinance, under Department of Neighborhood Services, Nuisance and Environmental Health Division, Nuisance Control Section, delete one position of Office Assistant II and add one position of Office Assistant III and one position of Nuisance Control Officer II. Under the same department, Environmental Health Section, delete one position of Office Assistant IV and three positions of Environmental Health Specialist II (X) and add one position of Office Assistant III and two positions of Environmental Hygienist.

Background:

On February 10, 2004 the Department of Neighborhood Services requested a study of technical and support staff positions in the Nuisance and Environmental Health Division as part of a proposed restructuring within that Division. The department anticipates the reorganization will result in a reduction in cost and an increase in staffing flexibility. Discussions were held with David Krey, Nuisance & Environmental Health Manager. In addition, existing and proposed job descriptions were analyzed to determine the appropriateness of the requested changes.

Current and Proposed Structure

The current staffing arrangement in the Nuisance and Environmental Health Division is a result of the 1999 reorganization that transferred portions of the Health Department (the Environmental Health Technology Division and the Vector and Nuisance Control Division) into one Division in the then newly created Department of Neighborhood Services.

The requested changes primarily affect the Division's Office Assistant positions and the Environmental Health Specialist positions in the Environmental Health Section. The chart below illustrates the current classifications and the proposed changes (shown in bold). The total number of positions remains the same.

<u>Current</u>	<u>Proposed</u>
Office Assistant IV (PR 445)	Office Assistant IV (PR 455)
Office Assistant IV (PR 445)	Office Assistant III (PR 425)
Office Assistant II (PR 410)	Office Assistant III (PR 425)
Office Assistant II (PR 410)	Office Assistant II (PR 410)
Environmental Hygienist (PR 555)	Environmental Hygienist (PR 555)
Environmental Hygienist (PR 555)	Environmental Hygienist (PR 555)
Environmental Hygienist (PR 555)	Environmental Hygienist (PR 555)
Environmental Health Specialist II (PR 541)	Environmental Hygienist (PR 555)
Environmental Health Specialist II (PR 541)	Environmental Hygienist (PR 555)
Environmental Health Specialist II (PR 541)	Nuisance Control Officer II (PR 516)

The transactions involving a change in classification are discussed below.

Office Assistant IV (PR 445) to Office Assistant III (PR 425)

Duties and Responsibilities

The basic function of this position is to process all licenses and permits in conjunction with setting up and maintaining databases, produce statistical reports, develop new forms, and answer telephone and in-person inquiries and complaints. Specific duties and responsibilities include the following:

- 30% Issue and process various licenses, noise variances and permits in conjunction with set up and use of computer databases.
- 15% Prepare and modify notices, orders and other records relating to the division's programs.
- 5% Create statistical reports.
- 25% Answer telephone and in-person inquiries and complaints including calls from city officials, irate customers and the general public.
- 25% Enter data onto the Neighborhood Services System (NSS) database. This includes updating permits, violations and complaints.

This position requires four years of office experience with a substantial amount of typing, at least one year of which must have been above the Office Assistant I level; a general knowledge of Windows, Word, Access and Excel; the ability to exercise good judgment and maintain good working relationships with coworkers and the public; the ability to identify, use and secure confidential material; and good verbal and written communication skills.

Analysis and Recommendation

As mentioned above, the Environmental Health Technology and the Vector and Nuisance Control Divisions of the Health Department were merged into the Department of Neighborhood Services in 1999. Each former Division had a lead clerical person (OA IV) who worked directly for her respective division manager and, among other duties, oversaw the distribution of work to other division clerical staff.

Since both positions were placed in a single division, only one Office Assistant IV position is needed for clerical oversight and work distribution purposes. Now that one of the OA IV positions is vacant due to retirement, the department is requesting that it be downgraded to an Office Assistant III.

According to the Office Support Specifications, Office Assistants III generally "perform diverse and complex duties involving the application of standard procedures to a variety of clerical assignments. Selects and interprets data, and demonstrates a thorough knowledge of departmental and organizational policies and procedures in assigned area of responsibility. Screens telephone calls, answers questions, and provides information. Some telephone and in-person work may be difficult due to the nature of questions or customers served. Uses advanced features of software packages on a regular basis to produce complex documents. May work with others on a team to complete special projects. May guide and check the work of other employees."

These specifications are consistent with the level and scope of duties to be performed by this position. The issuing and processing of licenses and permits, the set up and use of computer databases as well as dealing with sometimes difficult and irate customers, places this position above the level of Office Assistant II. At the same time, this position does not have the group leader responsibilities of an Office Assistant IV. The stated requirements on the job description are consistent with the Office Assistant III classification. Therefore, we are in agreement that Office Assistant III is the proper classification for this position.

Office Assistant II to Office Assistant III

Duties and Responsibilities

The basic function of this position is to provide administrative support regarding clean up orders and necessary follow-up, process and refer nuisance vehicles for towing, answer telephone and in-person inquiries and complaints, and process Certified Pesticide Application Registration Certificates. Specific duties and responsibilities include the following:

- 30% Mail out clean up orders and file re-inspection reminders, prepare inspectors pictures and orders for bid lists, examine contractors' before and after pictures of cleanups and maintain file for those cleanups going on the owner's property tax roll.
- 30% Enter data onto the Neighborhood Services System (NSS) database. This includes updating violations and complaints.
- 30% Process and refer nuisance vehicles for towing.
- 5% Answer telephone and in-person inquiries and complaints including dealing with city officials, irate customers and general public.
- 5% Process and mail out Certified Pesticide Applicator Registration Certificates and keep current a database on individuals who apply pesticides within the City of Milwaukee.

This position requires four years of office experience with a substantial amount of typing, at least one year of which must have been above the Office Assistant I level; a general knowledge of Windows, Word, Access and Excel; the ability to exercise good judgment and maintain good working relationships with coworkers and the public; the ability to identify, use and secure confidential material; and good verbal and written communication skills.

Analysis and Recommendation

The department is requesting that one of the two current Office Assistant II positions be upgraded to an Office Assistant III to assist in performing the mid-level office support work required based upon the restructuring of office duties within the Division. The two Office Assistant IIIs would also back up the Office Assistant IV as well as each other during vacations and other absences.

The specifications for Office Assistant III include performing diverse and complex duties involving the application of standard procedures to a variety of clerical assignments. Positions at this level also select and interpret data, and demonstrate a thorough knowledge of departmental and organizational policies and procedures in assigned area of responsibility. This position performs work in a variety of areas (e.g., clean up orders, nuisance vehicles, pesticide application certificates) which involve the collection, interpretation and application of data and thorough knowledge of departmental procedures. For example, this position reviews before and after pictures of clean up work done by contractors to assess whether the work invoiced by the contractor was actually done. Another example is the processing of nuisance vehicle complaints which involves researching ownership information from the State Department of Transportation, entering data into an Access database, referring the complaint to the Department of Public Works (DPW) for towing if necessary and tracking the resulting charges.

Overall, the level of duties performed by this position appear greater than would be expected of the Office Assistant II classification where the tasks are more basic, the work is more defined and limited judgment is required. We therefore recommend that this position be classified as Office Assistant III.

Environmental Health Specialist II (PR 541) to Environmental Hygienist (PR 555)
.. (2 positions)

Duties and Responsibilities

The basic function of these positions is to conduct license, permit and complaint inspections of various businesses for health, maintenance and fire codes. They also issue appropriate orders to comply and conduct all necessary enforcement. These positions act as agents for the State of Wisconsin in several programs including public swimming pools, hotel/motel and asbestos. Specific duties and responsibilities include:

- 70% Inspect all types of properties for a variety of health, safety, fire and maintenance issues. These inspections may involve sampling and testing of materials. These inspections are conducted with the issuance of operational licenses, permits or registrations as mandated by the City of Milwaukee Code and include dry cleaners, waste tire generators, waste tire transporters, filling stations, self-service laundromats, massage establishments, and backyard pools. In addition, several programs involve agent status with the State of Wisconsin, additional report writing and include asbestos hazard control, hotel/motels, public swimming places, campgrounds, and mobile home parks.
- 20% Inspect complaints related to community noise (including noise variances) and light problems.
- 10% Conduct enforcement in all of the above programs.

These positions require a Bachelor's degree in chemistry, biology, physical science, environmental health or related field with 15 credits in chemistry, 5 credits in biology, microbiology, physiology, anatomy or physics, and 6 credits in two or more of the following: algebra, trigonometry, analytical geometry, calculus or statistics. It also requires a general knowledge of Windows, Word, Access and Excel, the ability to exercise good judgment and maintain good working relationships with coworkers and the public, the ability to identify, use and secure confidential material, and good verbal and written communication skills.

Analysis and Recommendation

Under the current structure the Environmental Health section consists of three Environmental Hygienist positions and three Environmental Health Specialist II positions. The Environmental Hygienists are at a higher level and, in general, perform work requiring greater technical ability. One of the issues facing the Division under the current structure is lack of staffing flexibility. For example, if one of the three Environmental Health Specialists II is on vacation and another on sick leave, that leaves only one Environmental Health Specialist II to perform inspections at that level. In this situation, an Environmental Hygienist would be qualified to fill in and perform some of the critical work of the absent employees. The problem, however, is that the scenario does not work in reverse. The Environmental Health Specialist IIs are generally not able to take on the higher level duties of the Environmental Hygienists when the latter is short staffed.

The department is proposing that two of the three Environmental Health Specialist II positions become Environmental Hygienists. The third position (discussed below) would become a Nuisance Control Officer II and be placed in the Nuisance Control section. This would leave five technical environmental staff positions in the Environmental Health section instead of six, though all would be Environmental Hygienists. Each position would be able (and expected) to perform the full range of duties of the section and therefore staffing resources could readily be assigned to meet the particular needs on any given day. For purposes of environmental health inspections and investigations, the department intends to divide the City into five districts, one for each position. Each Environmental Hygienist would then be responsible for performing the full range of inspections within each district, i.e., those currently being performed by Environmental Hygienists and those performed by Environmental Health Specialists II. Having all positions filled by Environmental Hygienists would not only meet the goal of increased staffing flexibility, it would also upgrade the quality of inspections overall by having a more technically qualified staff.

Overall, based on the above analysis, we find that the Environmental Hygienist classification is appropriate for these positions.

Environmental Health Specialist II (PR 541) to Nuisance Control Officer II (PR 516)

Duties and Responsibilities

The basic function of this position is to enforce residential and commercial sanitation, nuisance vehicle, private parking, animal nuisance codes, and rabies and pest control codes. Specific duties and responsibilities are as follows:

- 45% Investigate residential and commercial garbage and rubbish complaints.
- 25% Use nuisance and illegally parked vehicle procedures to order vehicles which violate requisite ordinances to be repaired, removed or otherwise brought into compliance.
- 15% Respond to citizen requests or complaints, write and serve legal orders and citations, violations and enforce ordinances.
- 5% Inspect all types of premises for evidence of exterior pest infestation and garner compliance by issuing orders and, if necessary, application of pesticides.
- 5% Participate in the rabies control program; investigate animal nuisances; and receive, capture and transfer stray animals to MADAC (Milwaukee Area Domestic Animal Control Commission).
- 5% Appear as a witness for the prosecution. Other duties as assigned.

The requirements for this position include completion of 30 college credits including one biology course, certification as a State of Wisconsin Pesticide Applicator at time of appointment and as a Certified Rabies Observer within one year of appointment. Two years of experience as a Nuisance Control Officer I is also required.

June 8, 2004

Analysis and Recommendation

One component of the proposed reorganization is to reclassify one Environmental Health Specialist II position to Nuisance Control Officer II and place the position in the Nuisance Control Section of the department. The addition of this position will help with the growing volume of work within that section and also allow the transfer of commercial litter inspection, currently being performed by the Environmental Health section, to the Nuisance Control section. This section already handles the related function of residential litter complaints and inspections. Because this position is currently vacant, no incumbent will be affected by the change. Nuisance Control Officer II positions are typically underfilled at the Nuisance Control Officer I level in Pay Range 500.

This position will be assigned identical duties as other Nuisance Control Officer positions in the section. Therefore we recommend that this position be classified as Nuisance Control Officer II in Pay Range 516.

Prepared by: Timothy J. Keeley
Timothy J. Keeley, Human Resources Representative

Reviewed by: Florence Dukes
Florence Dukes, Employee Relations Director

June 3, 2004