



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

David Heard
Fire and Police Commission
Executive Director

Michael Brady
Employee Benefits Director

David Kwiatkowski
Labor Negotiator

June 2, 2005

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

Dear Committee Members: Re: Common Council File Number 050032

The following reclassification recommendations will be submitted to the City Service Commission for consideration on June 7, 2005. We recommend these reclassifications, subject to approval by the City Service Commission:

In the Department of Neighborhood Services, Construction Trades Division:

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 Judy Becker, is recommended for reclassification to Office Assistant III, Pay Range 425.

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

Sincerely,

Maria Monteagudo
Employee Relations Director

MM:pb

Attachments: Job Evaluation Report
 Fiscal Note

c: Mark Nicolini, Erick Shambarger, Marianne Walsh, David Kwiatkowski, Martin Collins, Jeffrey Crouse, Richard Paur, Robert Radmer, Judy Becker, Richard Abeison, John English, Paula Dorsey, Bill Mollenhauer and James Fields

JOB EVALUATION REPORT

City Service Commission Meeting Date: June 7, 2005

Incumbents: (a) Vacant Position
(b) Judy Becker

Department: Neighborhood Services

Present	Request
Title: (a) Office Assistant IV (b) Office Assistant II	Title: (a) Office Assistant III (b) Office Assistant III
Pay Range: (a) 445 (\$33,754 - \$37,353) (b) 410 (\$27,239 - \$32,052)	Pay Range: (a) 425 (\$30,976 - \$34,268) (b) 425 (\$30,976 - \$34,268)
Step: (a) Not Applicable (b) \$32,052	Source: Department
<p>Recommendation:</p> <p>Title and Pay Range (a) Office Assistant III; PR 425 (\$30,976 - \$34,268) (b) Office Assistant III; PR 425 (\$30,976 - \$34,268)</p> <p>New Rate: (a) Not Applicable (b) \$32,384</p>	
<p>Rationale:</p> <p>This reorganization within the Construction Trades Division is projected to be cost neutral and to result in a more equitable distribution of work for support staff in the Construction Trades Division. The recommended reorganization will result in the reclassifications of (a) one position of Office Assistant IV to Office Assistant III and (b) one position of Office Assistant II to Office Assistant III. The rationale for the recommended changes is listed below:</p> <ul style="list-style-type: none"> (a) This vacant Office Assistant IV position will now have less responsibility for accounting and account reconciliation type duties and will be overseeing and directing the work of just one position of Office Assistant II. (b) This Office Assistant II position will continue to have overall responsibility for support staff work in the Electrical Section but will also be overseeing and directing the work of one position of Office Assistant II. 	
<p>History of Positions: (a) This position was last studied in 1996 as part of the City-wide Office Support Study when the title was changed from Account Clerk I in Pay Range 435 to Accounting Assistant I in Pay Range 435. It was later reclassified, however, in 1999 from Accounting Assistant I in Pay Range 435 to Office Assistant IV in Pay Range 445 as part of a Memorandum of Understanding (MOU) between the City and District Council 48, AFSCME in conjunction with the creation of the new department of Neighborhood Services. (b) This position was last studied in 1996 as part of the City-wide Office Support Study when the title was changed from Clerk Typist II in Pay Range 410 to Office Assistant II in Pay Range 410.</p>	

Action Required:

In the Positions Ordinance, under Department of Neighborhood Services, Construction Trades Division, Plumbing Inspection Section, delete one position of Office Assistant IV and one position of Office Assistant II, and add one position of Office Assistant III. Under the Electrical Inspection Section, add one position of Office Assistant III.

Background:

In a letter dated March 29, 2005 the Department of Neighborhood Services requested a study of support staff positions in the Construction Trades Division as part of a proposed reorganization within that Division. The department anticipates the reorganization will be cost neutral and will result in a more equitable distribution of work for support staff in the Division. As part of this reorganization the department is requesting that one vacant position of Office Assistant IV be downgraded to Office Assistant III and one position of Office Assistant II be reclassified to Office Assistant III. The incumbent of the Office Assistant II position that the department wishes to reclassify completed a job analysis questionnaire. Discussions were held with the incumbent, Judy Becker; her immediate supervisor, Robert Radmer, Electrical Inspection Assistant Supervisor; Richard Paur, Building Construction Inspection Supervisor; and Jeffrey Crouse, Code Enforcement Inspection Supervisor. In addition, existing and proposed job descriptions were reviewed and analyzed.

Current and Proposed Structure

The current and proposed arrangements for support staff positions in the Construction Trades Division are as follows:

Current Construction Trades Division

Construction Section

1 Office Assistant III
1 Office Assistant II

Electrical Section

1 Office Assistant II

Plumbing Section

1 Office Assistant IV
2 Office Assistants II

Proposed Construction Trades Division

Construction Section

1 Office Assistant III
1 Office Assistant II

Electrical Section

1 Office Assistant III
1 Office Assistant II

Plumbing Section

1 Office Assistant III
1 Office Assistant II

As shown in the chart above the number of positions in the proposed Construction Section would stay the same. In the Electrical Section, one position of Office Assistant II would be reclassified to Office Assistant III and one Office Assistant II position would move over from the Plumbing Section. In the Plumbing Section, one position of Office Assistant IV would be downgraded to an Office Assistant III and one position of Office Assistant II would move over to the Electrical Section.

The department indicated that the work for each section is highly specialized and requires a significant understanding of trade terminology used in communications regarding licensing, periodic inspections, billings, permits, work orders, and letters. The department wishes to have two positions in each Section so there will always be a backup. Adding a position to the Electrical Section will help with the increased volume in that Section, specifically

with the increase in permit activity. Some of the duties in the Plumbing Section have been assigned to the Administrative Division in the department so that it is feasible to reduce the number of positions from three to two. 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 oversee and direct the work of one position of Office Assistant II and assist the Plumbing Inspection Assistant Supervisor and Inspectors in maintaining departmental procedures and records of the Plumbing and Sprinkler Sections. The duties and responsibilities are as follows:

- 20% Respond to or refer appropriately all telephone inquiries and public contacts.
- 10% Maintain all files and records for the Plumbing and Sprinkler Sections.
- 10% Prepare periodic billings for Sprinkler Section.
- 10% Access computer files and input or retrieve information as needed.
- 10% Type all reports, orders and correspondence.
- 10% Oversee and direct the work of one position of Office Assistant II.
- 10% Review bonds, insurance, and licenses for Registration of Plumbing Businesses, and maintain data base.
- 5% Schedule requested inspections for Inspectors.
- 5% Take dictation as directed by supervisory staff.
- 5% Fill in for other Office Assistants as needed.
- 5% Perform other duties as assigned.

This position requires four years of office experience with a substantial amount of typing, stenography and general support staff work with at least one year at the level of Office Assistant II; a general knowledge of word processing, database and spreadsheet software; 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

This position, located in the Plumbing Section, was previously an Accounting Assistant I position and required one year of experience performing accounting duties. The position was reclassified to Office Assistant IV in 1999 as part of a MOU between the City and the Union in conjunction with the creation of the new department of Neighborhood services. The position still performed accounting duties and was a leadworker to two positions of Office Assistant II. The department has reorganized the work so that this vacant position will now have less responsibility for accounting type duties and one year of experience performing accounting type duties will no longer be required. Further, this position will be a leadworker to only one position instead of two and will perform work at a similar level as the other leadworker position in the Construction Section and the proposed leadworker position in the Electrical Section.

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 Office Assistant IV level usually involves being a group leader for a small group of employees or exercising responsibility for a specific function or service area requiring extensive knowledge of technical and/or complex procedures and processes having a significant consequence of error. The level of responsibility for the position under study is more consistent with other Office Assistant III positions including those in the Construction Trades Division. The stated requirements on the job description are also consistent with the Office Assistant III classification. We therefore recommend that this position of Office Assistant IV in Pay Range 445 be reclassified to Office Assistant III in Pay Range 425.

Office Assistant II (PR 410) to Office Assistant III (PR 425)

Duties and Responsibilities

The basic function of this position is to oversee and direct the work of one Office Assistant II and assist the Electrical Inspection Assistant Supervisor and the Electrical and Elevator Inspectors in maintaining departmental procedures and records of the Electrical Section. Specific duties and responsibilities include the following:

- 20% Respond to, or refer appropriately all telephone inquiries and public contacts.
- 10% Maintain all files and records for the above sections.
- 10% Prepare periodic billing for elevator inspections.
- 10% Access computer files and input or retrieve information as needed.
- 10% Type all reports, orders or correspondence.
- 10% Oversee and direct the work of one position of Office Assistant II.
- 10% Review insurance and licenses for Licensure of Electrical Contractors, and maintain data base.
- 5% Schedule requested inspections for Inspectors.
- 5% Take dictation as directed by supervisory staff.
- 5% Fill in for other Office Assistant positions as needed.
- 5% Other duties as assigned.

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 word processing, database, and spreadsheet software; the ability to exercise good judgment, leadworker skills, 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.

Dept. of Neighborhood Services reorganization (2 positions)
within the Construction Trades Division . . . #5

June 7, 2005

Analysis and Recommendation

The incumbent of this position, located in the Electrical Section, completed a questionnaire indicating that she performed the above duties in the following areas as shown below:

- 25% Licenses for Electrical Contractors
- 32% Electrical and Occupancy Permits
- 25% Violation Orders/No Permit to Violator Notices
- 18% Letters, faxes and other duties

This position currently is responsible for all support staff work for the Electrical Section. With the reorganization this position will be overseeing and directing the work of one position of Office Assistant II. A comparison of this position to other positions in the Section as well as to the specification stated above indicates that this position should be at the Office Assistant III level. For example, the Office Assistant II level does not usually have any leadworker duties and performs more basic tasks. The level of responsibility for the position under study is comparable to the two other leadworker positions in the Division. We therefore recommend that this position of Office Assistant II in Pay Range 410 be reclassified to Office Assistant III in Pay Range 425.

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

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