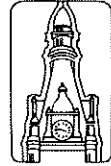


CITY OF MILWAUKEE
DEPARTMENT OF EMPLOYEE RELATIONS



July 17, 2019

The Honorable
Finance and Personnel Committee
Common Council
City of Milwaukee

Subject: Common Council File No. 190619 - Communication from the Department of Employee Relations relating to bilingual designations for positions of UCC Customer Service Representative III in the Department of Administration-Information Technology and Management Division-Unified Call Center and Water Customer Service Representative III in the Department of Public Works-Water Works-Business Section

Dear Committee Members:

This communication requests amendments to the 2019 Positions Ordinance to designate positions as bilingual in both the Unified Call Center and the Water Works Business-Customer and Meter Services Sections.

UCC Customer Service Representative III – ITMD-Unified Call Center

Nancy Olson, Chief Information Officer, has requested a bilingual designation for two additional UCC Customer Service Representative III positions within the Unified Call Center (UCC). This request would mean that four of the eleven positions would have a bilingual designation. These positions are responsible for answering calls to the City's Unified Call Center and providing customer service using a variety of communication channels.

Approximately 20% of the calls received by the Unified Call Center on a daily basis require Spanish-speaking operators. To assist in providing good service to all who call the UCC the Department is requesting that two additional UCC Customer Service Representative III positions be designated as bilingual in the Positions Ordinance. A bilingual designation will mean that the requirements for the position will include the ability to read, speak, and write in both English and Spanish.

Of the overall 306,450 calls received in 2018, the UCC received 4,756 calls where the caller self-selected to speak with a Spanish-speaker. This is an average of 340 calls per month. In 2019, the average has increased to 460 calls per month. Also, these numbers do not include callers that originally come into the main line and then are transferred to a Spanish speaker.

Water Customer Service Representative III - DPW -Water Works Business Division

Karen Dettmer, Water Works Superintendent, has requested bilingual designation for three positions of Customer Service Representative III. For a number of years the Water Works has internally designated three positions of these positions as bilingual, however this designation had not been codified in the Position Ordinance. In the past the Water Works had requested Selective Certification of Bilingual candidates for the Customer Service Representative III positions from the City Service Commission.

As a frontline service provider, Customer Services Representative III's ensure customer satisfaction by responding to inquiries, requests for services, questions about payments, and concerns about existing and new accounts. In addition, these employees work with customers to schedule water meter replacement. Employees spend the following percentage of work time speaking Spanish while performing the following duties:

Assignment	Time Spent Assisting Spanish Speaking Customers
Telephone	40%
Counter Service	65%
Account Maintenance	10%
Cashiering	5%

The Milwaukee Water Works Customer Service Sections receive approximately 75,000 calls per year. Of this number about 1,100 calls per year select the Spanish-queue option. In addition, another 100 calls per year come through the non-Spanish queue and need customer assistance in Spanish. The department believes that having a bilingual employee on staff provides a faster and more efficient customer experience, versus, the Language Line Services. In addition, the Customer Service phone system (IVR) provides callers with options to pick either an English or Spanish queue. This queue has been in place for a number of years.

The Water Works-Business-Meter Services section is responsible for the water meter exchange program for residential customers. The Water Works is required to replace each meter every 20 years. In addition, the battery-operated reading devices installed on water meters in the mid 1990's are reaching the end of their service life and need to be replaced. The Customer Services Representative III's in Meter Services make all meter exchange appointments with customers. Bilingual employees are integral to this communication, making 95-115 appointments a day.

The Water Works therefore requests that two of the 12 Customer Service Representative III's in the Commercial Services Section and one of the four Customer Services Representative III's in the Meter Services section be designated bilingual.

The following ordinance changes are recommended to approve these bilingual designation requests.

In the Positions Ordinance

Under Department of Administration-Information and Technology Management Division
Unified Call Center

Delete all and footnote (D) and replace with the following:

- UCC Operations Manager 1
- Call Center Supervisor 2
- UCC Customer Service Representative IV (D) 2
- UCC Customer Services Representative III (E) 11
- (D) One position 100% reimbursed by Transportation Fund
- (E) Four positions designated as bilingual

Under Department of Public Works-Water Works, Business Organization
Commercial Services

Add a footnote (A) to the following title:

- Customer Service Representative III (A) 12
- (A) Two positions designated as bilingual

Meter Services

Add a footnote (B) to the following title:

- Meter Services
- Customer Services Representative III (B) 4
- (B) One position designated as bilingual

Respectfully submitted,



Maria Monteagudo
Employee Relations Director



City of Milwaukee Fiscal Impact Statement

A Date 7/18/2019 File Number 190619 Original Substitute

Subject Bilingual designation of UCC Customer Service Representative III and Water Works Customer Service Representative III positions

B Submitted By (Name/Title/Dept./Ext.) Andrea Knickerbocker, Human Resources Manager, DER

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
Salaries/Wages			\$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. No Fiscal Impact

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.