



CITY OF MILWAUKEE
DEPARTMENT OF EMPLOYEE RELATIONS

Maria Monteagudo
Department of Employee Relations
City of Milwaukee
200 E Wells St, Room 706

March 15, 2019

The Honorable
Finance and Personnel Committee
Common Council
City of Milwaukee

Common Council File No. 181728 – Communication from the Department of Employee Relations relating to classification studies scheduled for City Service Commission action

Dear Committee Members:

The following classifications and pay recommendations were submitted to the City Service Commission meeting on March 5, 2019.

DEPARTMENT OF NEIGHBORHOOD SERVICES

Current	Recommendation
New Position	Permit Desk Supervisor PR 1AX (\$48,670 - \$63,426) One Position

Respectfully submitted,

Maria Monteagudo
Employee Relations Director

Attachments: Job Evaluation Reports
Fiscal Impact Statement

C: Thomas Mishefske, Mary Wilkerson-Church, Michael Mazmanian, Jeffrey Zagar, La’Neka Horton, Nicole Fleck, Dennis Yaccarino, Eric Pearson

JOB EVALUATION REPORT

City Service Commission Meeting: March 5, 2019

Department of Neighborhood Services

Current	Recommendation
New Position	Permit Desk Supervisor PR 1AX (\$48,670 - \$63,426) One Position

The Department of Neighborhood Services (DNS) has requested a classification study for a new position within their 2019 budget. In studying this position, job descriptions were analyzed and discussions were held with La’Neka Horton, DNS Personnel Officer.

This position coordinates the daily activities of Development Center staff within the Department of Neighbourhood Services. It is responsible for supervising employees and ensuring policies and procedures are abided by to maintain a high level of customer service through effective and efficient performance. Duties and responsibilities are to:

- 70% Assist the Operations Manager – Development Center with the daily supervision of staff and oversee the related tasks including but not limited to reception, permit processing, and cashiering. Monitor workloads to ensure services are provided in a timely and efficient manner. Make recommendations regarding unsatisfactory performance, prepare performance evaluations, and respond to complaints and grievances. Provide assistance, information, forms and permits to the public; receive, review, and process applications for permits; collect and process appropriate information; and apply applicable policies and procedures in determining completeness of applications.
- 10% Work as a liaison between permit applicants and plan reviewers to ensure information is transferred accurately and timely; explain procedures and requirements to applicants; coordinate the review process with other staff members; compile correction comments; and issue correction letters.
- 10% Oversee the implementation of new business practices designed to provide high quality customer service. Respond to and resolve difficult and sensitive citizen inquiries and complaints; and answer customer complaints pertaining to application procedures, development regulations, or policies.
- 10% Work with other city departments, including Board of Zoning Appeals, the Department of Public Works, and others that are involved in the permitting process to solve development permitting problems across departmental lines and identify opportunities for service improvement.

Minimum requirements include a bachelor’s degree in business administration or a related field; four years of general office experience which includes the issuance of permits, knowledge of construction terminology, construction practices, and permit processing regulations and procedures; three years of experience with Microsoft Office software; a valid State of Wisconsin driver’s license and a properly insured personal vehicle for on-the-job use; and an International Code Council (ICC) Permit Technician Certification within six months of hire. Equivalent combinations of education and experience may be considered. These requirements have not yet been assessed by the Staffing Division.

The ideal candidate for this position possesses strong verbal and written communication skills; knowledge of building permits application, processing, and fee assessment procedures; knowledge of operations, services, and activities of a building services program organization, procedures, and operating details of the division; knowledge of office procedures, methods, and equipment including computers and applicable software and accounting skills; knowledge of federal, state, county, and city construction and development permit laws, building codes, rules, regulations and ordinances; and the ability to read and interpret maps.

The classification of Permit Desk Supervisor was created in 2014 and intended to be used as a temporary position to help oversee the permit desk staff during a time in which the Operations Manager – Development Center was expending a significant amount of time liaising with consultants throughout the implementation of the department's land management system (LMS). Between then and now, DNS has continued to have this position provide additional oversight of the Development Center by utilizing the Auxiliary Resource Program (ARP).

The Development Center is a key customer service hub for DNS. It serves a steady and diverse stream of walk-in, phone, and online customers seeking answers to and guidance on a broad spectrum of questions, problems, and proposals. The majority of its customers are in need of technical advice and guidance, and are pursuing a multitude of complex approvals for their projects. These customers must be served by highly-trained, efficient, technically-competent staff. The permit desk within the Development Center is currently comprised of the following staff:

Title	Number of Positions	Pay Range	Minimum	Maximum
Operations Manager – Development Center	1	1GX	\$66,435	\$93,010
Permit Desk Supervisor (ARP)	1	1AX	\$48,670	\$63,426
Program Assistant II	7	5FN	\$42,539	\$48,248
Office Assistant III	2	6FN	\$34,717	\$38,406
Office Assistant III (Temporary)	3	Rate negotiated with staffing agency.		

This new position will provide constant and immediate oversight and direction of the high-volume front desk operations and direct assistance to the public as they navigate LMS and other processes. This position will permanently reside in the Development Center and assist with the influx of new businesses and construction projects in the City of Milwaukee as well as the continuous ongoing management of LMS.

The Operations Manager – Development Center continues to work heavily with LMS in correcting deficiencies and improving processes for LMS; collecting, preparing, and reporting statistical data (e.g. census reports, workload reports construction cost reports, etc.); and establishing LMS policies and procedures. Adding in this Permit Desk Supervisor as a permanent position will allow the Operations Manager – Development Center to continue managing LMS, attend to the growing demands of this position, and focus his/her efforts on making improvements to short-term and long-term business concerns, processes, and operations.

Based on the above analysis, we recommend this new position in the Department of Neighborhood Services be classified as Permit Desk Supervisor in Pay Range 1AX (\$48,670 - \$63,426).

Action Required – Effective Pay Period 9, 2019 (April 21, 2019)

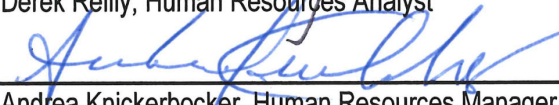
In the Positions Ordinance


Under Department of Neighborhood Services, Development Center Division:

Delete one position of “Business Concierge”.

Add one position of “Permit Desk Supervisor”.

Prepared by: 
Derek Reilly, Human Resources Analyst

Prepared by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director



City of Milwaukee Fiscal Impact Statement

A	Date <u>3/15/2019</u>	File Number <u>181728</u>	<input checked="" type="checkbox"/> Original	<input type="checkbox"/> Substitute
	Subject <u>Communication from the Department of Employee Relations relating to classification studies scheduled for City Service Commission action</u>			

B	Submitted By (Name/Title/Dept./Ext.) <u>Sarah Trotter / Human Resources Representative / Employee Relations / x2398</u>
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C	This File	<input type="checkbox"/> Increases or decreases previously authorized expenditures.
		<input type="checkbox"/> Suspends expenditure authority.
		<input type="checkbox"/> Increases or decreases city services.
		<input type="checkbox"/> Authorizes a department to administer a program affecting the city's fiscal liability.
		<input type="checkbox"/> Increases or decreases revenue.
		<input checked="" type="checkbox"/> Requests an amendment to the salary or positions ordinance.
		<input type="checkbox"/> Authorizes borrowing and related debt service.
		<input type="checkbox"/> Authorizes contingent borrowing (authority only).
		<input type="checkbox"/> Authorizes the expenditure of funds not authorized in adopted City Budget.

D	Charge To	<input type="checkbox"/> Department Account	<input type="checkbox"/> Contingent Fund
		<input type="checkbox"/> Capital Projects Fund	<input type="checkbox"/> Special Purpose Accounts
		<input type="checkbox"/> Debt Service	<input type="checkbox"/> Grant & Aid Accounts
		<input type="checkbox"/> Other (Specify) _____	

E	Purpose	Specify Type/Use	Expenditure	Revenue
	Salaries/Wages		See attached spreadsheet.	\$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. _____

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.

- | | | |
|------------------------------------|------------------------------------|-------|
| <input type="checkbox"/> 1-3 Years | <input type="checkbox"/> 3-5 Years | _____ |
| <input type="checkbox"/> 1-3 Years | <input type="checkbox"/> 3-5 Years | _____ |
| <input type="checkbox"/> 1-3 Years | <input type="checkbox"/> 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.

**Department of Employee Relations
Fiscal Note Spreadsheet**

City Service Commission Meeting of March 5, 2019
Finance and Personnel Committee Meeting of March 20, 2019

NEW COSTS FOR 2019

No. Pos.	Dept	From	PR	To	PR	Present Annual	New Annual	New Costs	Rollup	Total Rollup+ Sal
1	Neighborhood Services	New Position	N/A	Permit Desk Supervisor	1AX	N/A	N/A	N/A	Included in 2019 Budget	
1								\$0	\$0	\$0

Assume effective date is Pay Period 1, 2019 (December 30, 2018).

NEW COSTS FOR FULL YEAR

No. Pos.	Dept	From	PR	To	PR	Present Annual	New Annual	New Costs	Rollup	Total Rollup+ Sal
1	Neighborhood Services	New Position	N/A	Permit Desk Supervisor	1AX	N/A	N/A	N/A	Included in 2019 Budget	
1								\$0	\$0	\$0