



Department of Public Works
Administration

Jerrel Kruschke, P.E.
Commissioner of Public Works

April 15, 2026

City Service Commission
Department of Employee Relations
City Hall, Room 706

Re: Extension of Temporary Appointment Request: Graham, Amber – First Extension Request

Dear City Service Commissioners:

The Department of Public Works (DPW) respectfully requests permission and approval to extend the temporary appointment of Ms. Amber Graham as DPW Program Assistant I, beginning May 10, 2026 through December 19, 2026. This is the first extension request for Ms. Graham following the original temporary appointment approved for February 15, 2026 through May 9, 2026.

Ms. Graham's temporary appointment expires on May 9, 2026. With the departure of their outside temporary employee, the Contracts section within DPW-Administrative Services will need assistance with the substantial amount of extra workload that will be placed upon them in order to ensure contractors working with the City of Milwaukee remain in compliance with their contracts. The Department will endeavor in getting a position added to the 2027 budget, but in the meantime, we will need Ms. Graham's assistance in making sure the proper work is completed.

Ms. Graham has been with the Department in her current role as an Administrative Assistant II since October 2024, and prior to that, she worked as a Project Administrator before coming to the City. She has proven her skills in organization, data entry, attention to detail and communication. She has proven to be reliable and trustworthy and always brings a positive attitude.

Ms. Graham has been a great asset to this department. She has been able to utilize her previous experiences, including all of those gained with DPW Administration. Therefore, we are respectfully requesting to extend Ms. Graham's temporary appointment.

If you have any questions regarding this request, please contact me directly at 414-286-3301.

Sincerely,

A handwritten signature in black ink, appearing to read "Jerrel Kruschke", written over a vertical line.

Jerrel Kruschke, P.E.
Commissioner of Public Works



Department of Employee Relations
 200 E. Wells Street, Room 706
 Milwaukee, WI 53202-3554



NOTICE OF TEMPORARY APPOINTMENT

Rule IX, Section 2 of the Civil Service Rules allows a department to appoint a person to a position on a temporary basis. A temporary appointment may be appropriate when services are for a limited period, or during the leave of absence of an employee who plans to return to the service of the city. Therefore a temporary appointment is limited to a period of 90 days, unless an extension is authorized by the City Service Commission.

When making an employment offer for a temporary appointment, the appointing officer must submit this completed form to DER no later than the close of the pay period in which the temporary appointment has been made. All temporary appointees must meet the minimum requirements established for the position to which the individual is appointed.

SEND COMPLETED FORM AND SUPPORTING DOCUMENTATION TO DER, CITY HALL, ROOM 706 OR DERCERTIFICATION@MILWAUKEE.GOV

TEMPORARY APPOINTMENT / APPOINTEE DETAILS			
DEPARTMENT/DIVISION DPW - Administrative Services	LAST NAME Graham	FIRST NAME Amber	INITIAL
AUTHORIZED POSITION TITLE Program Assistant 1	PAY RANGE 5GN	F&P COMMITTEE APPROVAL DATE NA	REQUISITION # NA
UNDERFILL TITLE (IF APPLICABLE)	PAY RANGE	WAS THE INDIVIDUAL HIRED FROM AN ELIGIBLE LIST? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, Referral #	
REASON FOR TEMPORARY APPOINTMENT <input type="checkbox"/> During Leave of Absence of an employee who is expected to return <input checked="" type="checkbox"/> To perform services of a temporary nature and for a limited period	EFFECTIVE DATE 5/10/2026	ANTICIPATED EXPIRATION DATE 12/19/2026	T.A. RATE OF PAY \$2,051.96
ATTACH A COPY OF THE CURRENT JOB DESCRIPTION & A RESUME IN ADDITION TO COMPLETING THE INFORMATION BELOW			
PROVIDE AN EXPLANATION OF WHY THE TEMPORARY APPOINTMENT IS NEEDED: The Contracts section will need assistance with the substantial amount of extra workload that will be placed upon them in order to ensure contractors working with the City of Milwaukee remain in compliance with their contracts. The Department will endeavor in getting a position added to the 2027 budget, but the section will need this help in the meantime to make sure the work is completed.			
EXPLAIN HOW THE INDIVIDUAL WAS SELECTED FOR THE APPOINTMENT, INCLUDING THE SELECTION PROCESS USED AND IF NOT FROM AN ELIGIBLE LIST, HOW THE INDIVIDUAL WAS IDENTIFIED AS A POTENTIAL TEMPORARY APPOINTEE: While in her Administrative Assistant II role within the Safety Section of DPW - Admin Services, Ms. Graham has proven her skills in organization, data entry, attention to detail and communication. She has proven to be reliable and trustworthy and always brings a positive attitude. All of these aspects made her a good fit for this appointment.			
PROVIDE INFORMATION TO DEMONSTRATE HOW THE INDIVIDUAL MEETS THE MINIMUM REQUIREMENTS:			
<u>TRAINING AND EDUCATION:</u> See Resume	<u>WORK EXPERIENCE:</u> See Resume	<u>OTHER REQUIREMENTS (i.e. LICENSES)</u> NA	
IS THIS INDIVIDUAL A CURRENT CITY OF MILWAUKEE EMPLOYEE? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	IF YES, CURRENT DEPARTMENT: DPW - Administrative Services	CURRENT POSITION TITLE: Administrative Assistant II	EMPLOYEE ID NUMBER: 038784
IS THE INDIVIDUAL BEING GIVEN THIS TEMPORARY APPOINTMENT RELATED BY BLOOD OR MARRIAGE TO THE APPOINTING OFFICER, ANY MEMBER OF THE APPOINTING BOARD OR BODY, DIRECT SUPERVISOR, OR TO ANY ELECTIVE OF APPOINTEE CITY OFFICIAL? (Refer to CSC Rule VIII, Section 10 regarding nepotism.) <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes - Explain Relationship			
THIS TEMPORARY APPOINTMENT IS MADE IN ACCORDANCE WITH RULE IX, SECTION 2 OF THE CITY SERVICE COMMISSION AND IS LIMITED TO A PERIOD OF 90 DAYS UNLESS AN EXTENSION IS APPROVED BY THE COMMISSION.			
REPORTING OFFICER Elizabeth Bramm	SIGNATURE 	TITLE HR Representative	DATE 4/15/2026
APPROVING OFFICER Jerrel Kruschke	SIGNATURE 	TITLE Commissioner of Public Works	DATE 4/15/2026
THIS SECTION FOR DER REVIEW			
DER REVIEW COMPLETED BY:	SIGNATURE	TITLE	DATE



Department of Employee Relations
 200 E. Wells Street, Room 706
 Milwaukee, WI 53202-3554



MILWAUKEE
 R. 09.04.14

TEMPORARY APPOINTEE STATEMENT OF UNDERSTANDING

Rule IX, Section 2 of the Civil Service Rules allows a hiring authority to appoint a person to a position on a temporary basis. A temporary appointment may be appropriate when services are for a limited period, or during the leave of absence of an employee who plans to return to the service of the city. Therefore a temporary appointment is limited to a period of 90 days, unless an extension is authorized by the City Service Commission.

SECTION I. TO BE COMPLETED BY HIRING AUTHORITY – PLEASE TYPE OR PRINT LEGIBLY

APPLICANT NAME (last, first, middle)		DATE
Graham, Amber		04/15/2026
POSITION TITLE	PAY RANGE	RATE OF PAY
Program Assistant I	5GN	\$2,051.96

SECTION II. TEMPORARY APPOINTEE STATEMENT OF UNDERSTANDING

I understand that if I am appointed to the position described above on a temporary basis, that I must meet the requirements for the position. I further understand that this temporary appointment may expire at any time and is limited to a period of 90 days, unless an extension at the request of the hiring authority is approved by the City of Milwaukee Civil Service Commission.

I understand that as a temporary appointee I am ineligible for paid holidays, sick leave, vacation or other benefits while serving on this temporary appointment, and that this temporary appointment shall not confer upon me any privilege of regular appointment. (Note: A current City of Milwaukee employee who accepts a temporary appointment to a different position retains his/her current benefits and civil service status).

I understand that if I wish to be considered for regular employment I must compete in a Civil Service examination for the position, and must pass the examination with a grade which shall place me among the top five scores on the eligible list in order to be eligible to interview for regular appointment to the position.

I understand that acceptance of a temporary appointment will not affect my rights to certification for permanent appointment to any position for which I am currently on an eligible list for.

In accordance with Civil Service Rule VIII, Section 10, concerning nepotism, I hereby certify that I am not related, either by blood or through marriage, to the appointing officer or to any member of the appointive board or body or to any direct superior or to any elective or appointive City official. (This includes relative of both whole and half blood, and extends to persons as closely related as first cousins when the relationship is by blood, or more closely related than first cousins when the relationship is through marriage, and includes the cases of husbands of sisters-in-law and wives of brothers-in-law).

A Rule IX, Section 2, temporary appointee who is on an eligible list may be considered for future regular appointment when the appointee ranks among the certifiable highest eligible on the list, or compete in a future examination.

Amber J. Graham

Temporary Appointment Applicant Signature

4/15/26

Date Signed

Elizabeth Brann

Witness Name (Print)

Elizabeth Brann

Witness Signature

EXPERIENCE

Administrative Assistant II, Milwaukee, WI DPW Admin – Safety Section

City of Milwaukee OCT 2024 - Present | PS Companies APR 2024 - OCT 2024

Process new injury emails.

Prepare and send certified mail.

Organize digital files and shared Outlook inbox.

Label physical files according to departmental naming convention and store in a logical manner.

Coordinate with Safety Team and DPW-FMLA Administrator to ensure processing of confidential paperwork, including that relating to the Americans with Disabilities Act (ADA) and Family Medical Leave Act (FMLA).

Provide backup coverage for Commissioner of Public Works front desk and City of Milwaukee Mayor's Office staff when necessary.

Track and organize results for Federal Department of Transportation CDL drug and alcohol testing.

Accept payment for special event permits when assisting at the front desk.

Complete data entry for confidential projects as requested.

Review invoices and determine billable DPW divisions.

Call offices to address errors with fax transmissions.

Procure office supplies for DPW Admin using Office Depot account.

Project Administrator

First Onsite Property Restoration; Milwaukee, WI - FEB 2023-JAN 2024

Schedule project directors and project managers for site visits.

Connect with customers during stressful events to ease concerns and simplify the restoration process.

Serve as backup mitigation project administrator to assist in emergency assignments.

Finalize contract total and collection dates with project director before sending to customer for signing.

Convey payment status and next steps to customer.

Take detailed notes for restoration team during weekly meetings.

Collaborate with insurance adjusters to organize payment releases for completed projects.

Utilize phone and email communication to facilitate stakeholder cooperation and move projects forward.

Adhere to policies enforced by third party administrators (TPA) to ensure company compliance.

Ensure quality of document preparation for project completion per TPA guidelines.

Prepare invoices for submission in collaboration with other teams.

Document payments received and send to financial institution for deposit.

Track temporary labor and submit hours to relevant agencies.

Handle company resources including access to secure equipment areas, company laptop, cell phone, and company credit card.

Itemize credit card receipts for payment.

Create guides for updated protocols to ensure effective processes.

Customer Care Specialist

JP Morgan Chase; Milwaukee, WI - JAN 2022-AUG 2022

Serve as primary point of contact to coordinate interdepartmental response to customer needs.

Search for policies on secure company website.

Prepare to walk customers through the steps of refinance.

Contact customers by phone call or secure email.

Amber Graham

Engage in company required training.
Volunteer in the community on behalf of the company.
Demonstrate a consistent willingness to learn and improve.

Quality Assurance Agent

IHC Specialty Benefits; Milwaukee, WI - MAY 2020 – JAN 2022

Collaborate with the head of Under 65 (U65) department in interstate office to ensure accuracy of federal and company sales requirements.

Develop evaluation guide to assist QA team in consistent U65 grading results.

Coach team leadership and colleagues in newly developed grading rubric.

Coordinate with QA team to develop rubrics used to evaluate process compliance.

Evaluate sales agents' adherence to established regulatory guidelines and federal laws on Medicare and U65 sales calls.

Recommend process improvement opportunities to sales agents.

Communicate with team members to ensure consistent audits.

Update evaluation form to suit the needs of the company.

Locate audio files for upper management when requested for audit inquiries.

Review available insurance plans with sales agents to explore all available options.

Participate in yearly Health Insurance Portability & Accountability Act (HIPAA) training.

Maintain confidentiality of customer Personal Health Information (PHI) and Personally Identifiable Information (PII).

Sales Agent

IHC Specialty Benefits; Milwaukee, WI - SEPT 2019 – MAY 2020

Reference multiple websites and files to provide optimum service.

Integrate recommended strategies to achieve favorable results.

Billing Associate

Specialized Medical Services; Milwaukee, WI - SEPT 2016-SEPT 2019

Organize facility-specific data to be billed on a monthly basis.

Assign incoming emails to designated associates daily.

Prepare and review documentation monthly, ensuring customers are billed within the parameters of specific contracts pursuant to State laws and insurance providers.

Maintain and review Oxygen Tracking Logs from specific medical facilities.

Complete, and train other employees to assess and complete more complex billing documentation.

Assist with internal audit during month-end billing review to locate discrepancies and mitigate errors.

Participate in additional projects as assigned.

Captioning Assistant

CapTel, Inc.; Milwaukee, WI - JULY 2013-JAN 2015

Use proprietary software to serve clients.

Enter data verbatim while simultaneously proofreading and correcting errors.

Attend job-specific training relating to Telephone Relay Service (TRS) and the Americans with Disabilities Act (ADA).

Maintain confidentiality.

EDUCATION

Milwaukee High School of the Arts; Milwaukee, WI — High School Diploma

SEPT 2005 - JUNE 2009

Amber Graham

SKILLS

Prioritizing

Multi-Tasking

Microsoft Office Works

Strong Interpersonal Skills

Team Player

Trouble Shooter

Effective Communicator

Detail-Oriented

Thrives in High-Stress Environment

LICENSURE

Health Insurance Licenses in 31 States (2019-2022)

AHIP Certified (2020 - 2022)

WORKPLACE RECOGNITION/AWARDS

Received an offer for promotion due to attention to detail, exemplary customer service, and positive attitude