



Department of Administration

Cavalier Johnson
Mayor

Steven L. Mahan
Deputy Director

March 18, 2026

Board of City Service Commission
200 E Wells Street, Room 706
Milwaukee, WI 53202

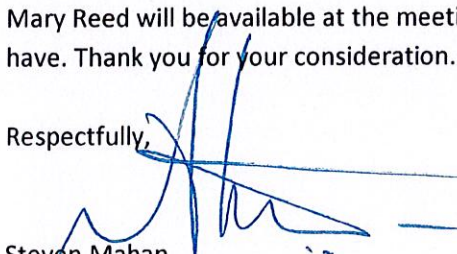
The Department of Administration respectfully requests to extend the temporary appointment for Imani Ortiz in the position of Business Operations Manager. Ms. Ortiz's temporary appointment is set to expire April 18, 2026 and we are seeking to extend this appointment from April 19, 2026 until July 18th, 2026. This is the first request for an extension request.

This extension is necessary to ensure continuity in departmental operations as the department undergoes a transition to establish itself as a standalone entity. This process includes the restructuring of positions, realignment of operational responsibilities, and the appointment of a new department director, all of which require additional time to complete.

Maintaining this temporary appointment will allow the department to continue its current operations without disruption. In particular, Ms. Ortiz has assumed additional responsibilities, including managing and maintaining general office operations, overseeing financial matters such as budgeting, accounting, and procurement, and supervising personnel functions, including staffing, employee support, and workflow coordination. These responsibilities are essential to ensuring efficient day-to-day functioning, organizational stability, and continuity of critical processes while the department navigates this complex transition.

Mary Reed will be available at the meeting to address any additional questions or concerns you may have. Thank you for your consideration.

Respectfully,



Steven Mahan
Administration Deputy Director



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



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
Ortiz, Imani		01/22/2026
POSITION TITLE	PAY RANGE	RATE OF PAY
Business Operations Manager	1HX	\$3,179.90

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.

Imani Ortiz

 Temporary Appointment Applicant Signature

1-29-2026

 Date Signed

 Witness Name (Print)

Mary Reed

 Witness Signature

1/29/26

JOB DESCRIPTION

FOR DER USE ONLY	
Vacancy No.	
City Service Commission:	Finance Committee:
Fire & Police Commission:	Common Council:

Instructions: Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

1. Date Prepared/ Revised: 01/22/2026		2. Present Incumbent: Imani Ortiz		Is incumbent underfilling position?			
3. Date Filled:		4. Previous Incumbent: NA		YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> If YES, indicate Underfill Title in box 10.			
5. Department: Equity and Inclusion, Dept. of			Bureau:		Unit: 1530		
			Division:		Section:		
6. Work Location: City Hall			Telephone: 414-708-2470		Work Schedule: Hours: 8:00 am to 4:45 pm / Days: 5		
			Email: imorti@milwaukee.gov				
7. Represented by a Union? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		8. Bargaining Unit: Management, General City If in District Council 48, which local?			9. FLSA Status (check one): <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt		
10.	Official Title: Business Services Manager				Pay Range	Job Code	EEO Code
	Underfill Title (if applicable):				1HX		
	Requested Title (if applicable):						
Recommended Title (DER Use Only):				Approved by:			
				Date:			

11. BASIC FUNCTION OF POSITION:

Oversee and optimize department operations by analyzing workflows, identifying improvement opportunities, and implementing solutions that advance the Department of Equity and Inclusion’s strategic goals.

12. DESCRIPTION OF JOB (Check if description applies to **Official Title** or **Underfill Title**):

A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the “Guidelines for Preparing Job Descriptions” for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
35%	<ul style="list-style-type: none"> Manage and monitor Department payroll, financials, accounts payables/receivables, requisitions, contracts, budget. Advise Department leadership on financial management of the Department budget and accounts. Manage personnel needs of the Department including but no limited to: Department of Employee Relations (DER) matters including but not limited to: positions management, vacancy requests, job postings, new hire onboarding, employee benefits inquiries, and FMLA and other leave types.
30%	<ul style="list-style-type: none"> General office management: maintain office equipment and supplies and purchase orders. Oversee upkeep of facilities, management departmental records. Management the assignment and distribution of staff equipment and devices. Assists the Chief Equity Officer in the preparation of presentation material for Common Council Committee Meetings. Tracks ordinance enactments and communicates the same to relevant Department staff. Assists in reviewing, developing, and implementing policy initiatives for the Department. Manages and maintain Department meeting agendas and minutes. Represents the Department at community events as needed.
30%	Community Outreach, Customer Service and Marketing <ul style="list-style-type: none"> Provides customer service and responds to inquiries made via telephone and email by members of the public Oversees publication circulation and maintains e-notify email and mailing circulation lists Assists in the creation and dissemination of marketing materials; coordinates the dissemination of promotional/public awareness materials. Coordinate scheduling for Department leadership. Coordinate protocol/approvals with the Mayor’s Office for the Department’s Press/Media engagements..
5%	<ul style="list-style-type: none"> Other duties as assigned by the Department Head.

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

% of Time	ESSENTIAL FUNCTION
	<ul style="list-style-type: none"> Serve as backup and support to the Department Head and Compliance and Engagement Manager.

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
10%	<ul style="list-style-type: none"> Support the development and implementation of special projects, pilots, and departmental initiatives related to compliance, community engagement, and operational improvements.
5%	<ul style="list-style-type: none"> Represent the Department on committees, workgroups, and cross-departmental teams to gather and share insights and ensure alignment with organizational strategies.
10%	<ul style="list-style-type: none"> Research emerging trends, best practices, and technologies to inform policy and program recommendations.
	<ul style="list-style-type: none">

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Mary Reed

D. SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

Performs work duties under the direct supervision of the Director.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = 0.

Direct Supervision: List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

a. Assign duties	e. Sign or approve work
b. Outline methods	f. Make hiring recommendations
c. Direct work in progress	g. Prepare performance appraisals
d. Check or inspect completed work	h. Take disciplinary action or effectively recommend such
Number Supervised	Job Title
	Extent of Supervision Exercised (Select those that apply from list above, a - h)

F. MINIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)

i. **Education and Experience:**

Bachelor's degree in Business, Management, Human Resources, Accounting, or related field. Proficient knowledge of Microsoft Office programs. Excellent written and oral communication skills with proven ability to interact with diverse groups of individuals and leaders. Experience in budgeting, financial management, and personnel software. Ability to manage and maintain personnel databases, payroll entries, and fiscal requisitions is required.

ii. **Knowledge, Skills and Abilities:**

- Ability to manage personnel, payroll, and financial activities of a major City Department.
- Working knowledge of Financial Management Information System (FMIS), Human Resources Management System (HRMS), CityTime and similar systems.
- Working knowledge of and ability to reference and adhere to City Civil Service Rules and City work rules, policies, and guidelines to inform, educate, and hold staff accountable.
- Knowledge of personnel or management principles and practices
- Discretion and confidentiality
- Customer service skills: ability to be responsive and sensitive to the needs of diverse clients.
- Time management and ability to meet deadlines
- Strong verbal and written communication skills

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- Strong organizational skills and ability to multitask
- Problem-solving and decision making
- Proactivity and self-direction
- Interpersonal skills; ability to build and maintain effective working relationships across levels.
- Ability to work effectively both independently and as a team member

iii. Certifications, Licenses, Registrations:
NA

iv. Other Requirements:
NA

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

G. PHYSICAL ACTIVITY OF THE POSITION: (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

CHECK ALL THAT APPLY:

<input type="checkbox"/>	Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
<input type="checkbox"/>	Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
<input type="checkbox"/>	Stooping: Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
<input type="checkbox"/>	Kneeling: Bending legs at knee to come to a rest on knee or knees.
<input type="checkbox"/>	Crouching: Bending the body downward and forward by bending leg and spine.
<input type="checkbox"/>	Crawling: Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	Reaching: Extending Hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	Standing: Particularly for sustained periods of time.
<input checked="" type="checkbox"/>	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
<input checked="" type="checkbox"/>	Pushing: Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
<input checked="" type="checkbox"/>	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input type="checkbox"/>	Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
<input checked="" type="checkbox"/>	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input type="checkbox"/>	Grasping: Applying pressure to an object with fingers and palm.
<input type="checkbox"/>	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	Talking: Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
<input checked="" type="checkbox"/>	Hearing: Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
<input checked="" type="checkbox"/>	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	Driving: Minimum standards required by State Law (including license).

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H. PHYSICAL REQUIREMENTS OF THE POSITION: (List the physical requirements that are essential functions of the job.)

CHECK ONE:

<input checked="" type="checkbox"/>	Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
<input type="checkbox"/>	Light Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
<input type="checkbox"/>	Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

I. VISUAL ACUITY REQUIREMENTS: (List the visual acuity requirements that are essential functions of the job.)

CHECK ONE:

<input checked="" type="checkbox"/>	Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative: This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
<input type="checkbox"/>	Machine Operators, Mechanics, Skilled Tradespeople: This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
<input type="checkbox"/>	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	Other: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work:** 0%

CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/>	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input type="checkbox"/>	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	The worker is subject to outside environmental conditions: No effective protection from weather.
<input type="checkbox"/>	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
<input type="checkbox"/>	The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
<input type="checkbox"/>	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	The worker is required to wear a respirator.

K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

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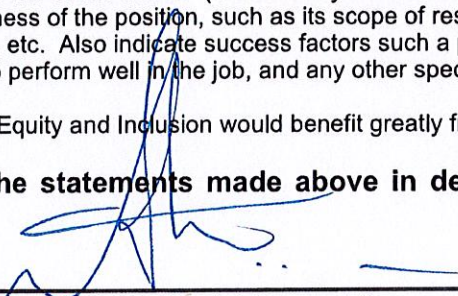
CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/> Camera and photographic equipment	<input checked="" type="checkbox"/> Office Equipment (desk, chair, telephone, etc.)
<input type="checkbox"/> Cleaning supplies	<input checked="" type="checkbox"/> Office supplies (pens, staplers, pencils, etc.)
<input type="checkbox"/> Commercial vehicle	<input checked="" type="checkbox"/> Packing materials (boxes, shrink wrap, etc.)
<input checked="" type="checkbox"/> Data processing equipment	<input checked="" type="checkbox"/> PC equipment (monitor, keyboard, printer, etc.)
<input checked="" type="checkbox"/> Handcart	<input checked="" type="checkbox"/> PC software
<input type="checkbox"/> Hand tools (<i>please list</i>):	
<input checked="" type="checkbox"/> Office Machines (<i>check all that apply</i>): <input checked="" type="checkbox"/> Copier <input checked="" type="checkbox"/> Facsimile <input checked="" type="checkbox"/> Calculator <input type="checkbox"/> Cash register	
<input type="checkbox"/> Other (<i>please list</i>):	

L. SUPPLEMENTARY INFORMATION: (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

The Department of Equity and Inclusion would benefit greatly from the support and

M. I believe that the statements made above in describing this job are complete and accurate.



Signature of Department Head or Designated Representative

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Imani Ortiz

PROFILE

Admin manager with 5 years' experience in recruitment, administrative duties, report production via MSO, claim investigation, collections, oversees staff operations, evaluations, training and assessment curation.

Professional Journalist with 6 years+ experience in interviewing, digital marketing, social media, branding, media consultation, workshops, hosting and mentorship.

Small business owner with 5 years' experience in marketing, website management, graphic design via Adobe and Canva, sales, accounting, business development, and financial administration.

EXPERIENCE

Administrative Specialist Senior, City Of Milwaukee; Milwaukee, WI—2024-Present

Executive Assistant to Director of Administration and Chief Equity Officer. Manages and directs the administrative support, and workflow functions of the offices, including balancing credit card and expense flow reporting. Completes a broad variety of confidential administrative tasks including: Assisting with special projects, Designing and producing complex documents, reports and presentations. Collecting and preparing information for meetings with staff and outside parties. Composing and preparing correspondence, proof reading and editing and maintaining files. Perform and support management in human resources functions. Handling travel arrangements and travel reimbursement processes. Facilitating orientation of new hires for the Administration Director and Chief Equity Officer. Processing all fiscal documents for the division. Manages departmental records pursuant to the City's records retention schedule. Coordinates the maintenance of computer and communication equipment, including desktops, laptops, and cell phones. Uses FMIS to manage funds and budgets, including accounts payable and receivable. Coordinates carryover requests and monitor accounts; process contracts, fund transfers, invoices and requisitions.

Operations Program Associate, Milwaukee Secure Detention Facility; Milwaukee, WI –2024-2024
Responsible for inmate work coordination, inmate movement, interviewing, technical assistance to program providers and treatment specialist, warehouse ordering, processing visitation forms, recruiter, creating spreadsheets via excel and photography.

Leasing Manager, Prairie Management & Development; Milwaukee, WI — 2020-2024
Responsible for assisting tenants with their needs; renting out storage and rental properties. Provides consultation/technical assistance to area manager. Met with prospective candidates to determine lease terms, process new hire/tenant paperwork and curating weekly leasing reports and occupancy statistics for company budget via excel. Overseeing operations for all staff at designated Morgan Ave facility. Approve and review all staff attendance and disciplines. Evaluated and aligned work practices, procedures, systems and policies to ensure efficiency.

Multi-Media Host, CopyWrite Magazine; Milwaukee, WI — 2020-Present
Extensive research for corresponding projects • Live reporting from various local events in the Milwaukee area • Interviewing high profile creators/figures of the Milwaukee area • Responsible for social media revamps and/or redesigns • Creating graphics via Adobe Cloud • Promoting traffic to company website through efficient marketing • Public Speaking • Organizing large scale community events • Creating video projects with original ideas • Recording/Producing/Directing interviews/social projects • Mentoring High school Interns • Podcasting • Hosting • Mentorship with interns • Communicating complex information verbally and in writing • Facilitating group and individual counseling

Owner of Tizwax Candles; Milwaukee, WI — 2020—Present

Tizwax is a candle company that specializes in handmade coconut soy wax candles. I am the sole employee of this company which leaves me to manage and account for all socials, accounting, bookkeeping, inventory, promotions, branding, marketing and more.

EDUCATION

University of Wisconsin, Milwaukee — Bachelors of Letters and Science, Communications

Member, Alpha Kappa Alpha Sorority Inc; Milwaukee, WI — 2019-Present

National Panhellenic Council Chairman 2025-26, Center of Excellence: School of Local Leadership 2025-26, Center of Excellence: School of Regional Leadership 2025-26, 2025 Pauline Redmond Coggs Foundation Cotillion Advisor/Mentor

HR Professional Member, SHRM; 2025-2026

Additional Trainings: Thinking for a Change, Epictetus, MATC Workforce Solutions: Management Essentials, Leadership, Change Management, and Effective Communication.