



Department of Employee Relations

Cavalier Johnson
Mayor

Jackie Q. Carter
Director

Molly King
Employee Benefits Director

Nicole M. Fleck
Labor Negotiator

October 9, 2025

Board of City Service Commission
Department of Employee Relations
200 East Wells Street, Room 706
Milwaukee, WI 53202

Re: Request to Extend Temporary Appointment – Kristin Hennessy Urban

Dear Board of City Service Commissioners,

I respectfully request approval to extend the temporary appointment of Kristin Hennessy Urban to the position of Chief of Staff for the Department of Employee Relations, effective October 26, 2025, through January 3, 2026. This is the first request for an extension of her temporary appointment.

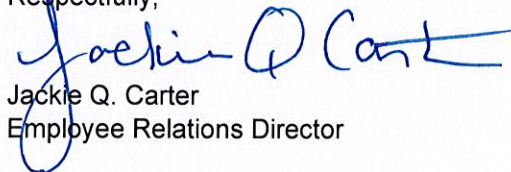
Prior to his resignation, former Employee Relations Director Harper Donahue IV appointed Ms. Urban as the Special Deputy Director of Employee Relations to ensure continued executive-level support of City human resources operations, pending my appointment. To recognize these enhanced responsibilities, Mr. Donahue placed Ms. Urban in the temporary appointment title of Chief of Staff, effective July 20, 2025.

In her current capacity, Ms. Urban continues to perform her regular duties while supporting higher-level human resources functions, including confidential guidance to departmental leadership and support of the City Service Commission.

Extending this temporary appointment will support a smooth transition as I assume my new role as Employee Relations Director. It will also allow time for me to transition duties to the incoming Port of Milwaukee Director (once announced), prepare for the 2026 budgetary year and address various human resources matters across the City of Milwaukee.

Your consideration of this request is greatly appreciated. If you have any questions, please contact me at (414) 286-3335.

Respectfully,



Jackie Q. Carter
Employee Relations Director



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 DER/Administration	LAST NAME URBAN	FIRST NAME KRISTIN	INITIAL H				
AUTHORIZED POSITION TITLE CHIEF OF STAFF	PAY RANGE 1SX	F&P COMMITTEE APPROVAL DATE AUX	REQUISITION # AUX				
UNDERFILL TITLE (IF APPLICABLE)	PAY RANGE	WAS THE INDIVIDUAL HIRED FROM AN ELIGIBLE LIST? ☐ Yes ☒ No If yes, Referral #					
REASON FOR TEMPORARY APPOINTMENT ☐ During Leave of Absence of an employee who is expected to return ☐ To perform services of a temporary nature and for a limited period	EFFECTIVE DATE 10/26/2025	ANTICIPATED EXPIRATION DATE 1/3/2026	T.A. RATE OF PAY \$5735.27				
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: Although the new director has been appointed. They are still in a dual role until a new appointee is hired for the Port of Milwaukee. The extension of this temporary appointment will ensure that the operational functions of the departemnt are maintained and also provide for support while the new director gets acclimated in their role.							
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: The previous Director of Employee Relations made this appointment prior to his departure as Mrs. Urban was the most qualified person to take on this responsibility as she had previously held this responsibilty in the past.							
PROVIDE INFORMATION TO DEMONSTRATE HOW THE INDIVIDUAL MEETS THE MINIMUM REQUIREMENTS: <table border="0"><tr><td><u>TRAINING AND EDUCATION:</u> Masters in Public Policy and Admin Bachelors of Arts - Political Science</td><td><u>WORK EXPERIENCE:</u> 30 years of HR Experience</td><td colspan="2"><u>OTHER REQUIREMENTS (i.e. LICENSES)</u></td></tr></table>				<u>TRAINING AND EDUCATION:</u> Masters in Public Policy and Admin Bachelors of Arts - Political Science	<u>WORK EXPERIENCE:</u> 30 years of HR Experience	<u>OTHER REQUIREMENTS (i.e. LICENSES)</u>	
<u>TRAINING AND EDUCATION:</u> Masters in Public Policy and Admin Bachelors of Arts - Political Science	<u>WORK EXPERIENCE:</u> 30 years of HR Experience	<u>OTHER REQUIREMENTS (i.e. LICENSES)</u>					
IS THIS INDIVIDUAL A CURRENT CITY OF MILWAUKEE EMPLOYEE? ☒ Yes ☐ No	IF YES, CURRENT DEPARTMENT: Dept of Employee Relations	CURRENT POSITION TITLE: Human Resources Manager	EMPLOYEE ID NUMBER: 008051				
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.) ☒ No ☐ 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 Jackie Q. Carter	SIGNATURE 	TITLE Employee Relations Director	DATE 10/8/2025				
APPROVING OFFICER Jackie Q. Carter	SIGNATURE 	TITLE Employee Relations Director	DATE 10/8/2025				
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



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
URBAN, KRISTIN		10/9/2025
POSITION TITLE	PAY RANGE	RATE OF PAY
CHIEF OF STAFF	1SX	\$5735.27

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.

Kristin H. Lue
Temporary Appointment Applicant Signature

10/9/2025
Date Signed

Aisha Hendree
Witness Name (Print)

Aisha Hendree
Witness Signature

JOB DESCRIPTION

FOR DER USE ONLY

Vacancy No.

City Service
Commission:
Fire & Police
Commission:

Finance
Committee:
Common
Council:

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

1. Date Prepared/ Revised: 10/09/2025		2. Present Incumbent: Jackie Q. Carter		Is incumbent underfilling position? YES ☐ NO ☒ If YES, indicate Underfill Title in box 10.	
3. Date Filled: n/a		4. Previous Incumbent: Harper Donahue IV			
5. Department: Department of Employee Relations			Bureau: Division: Administration		Unit: Section:
6. Work Location: City Hall			Telephone: Email:		Work Schedule: Hours: 8-4:45 pm / Days: M-F
7. Represented by a Union? ☐ Yes ☒ No		8. Bargaining Unit: Non-Mgmt/Non-Rep If in District Council 48, which local?			9. FLSA Status (check one): ☒ Exempt ☐ Non-Exempt
10. Official Title: Special Deputy Employee Relations Director Underfill Title (if applicable): Chief of Staff Requested Title (if applicable):				Pay Range	Job Code
				N/A	N/A
				1SX	5724
				EEO Code	N/A
Recommended Title (DER Use Only):				Approved by: Date:	

11. BASIC FUNCTION OF POSITION:

The incumbent of this positions serves as the interim Employee Relations Director in the event that there is no Director for the Department and assumes all roles of the position until a permanent Employee Relations Director is appointed, confirmed by the City of Milwaukee Common Council, and sworn in as the Employee Relations Director

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
34%	LEADERSHIP RESPONSIBILITIES AND STRATEGIC PARTNERSHIPS: - Provide direction and guidance to a staff of 45+ employees performing human resources functions and activities; ensure the use and implementation of best practices and the adherence to policies and procedures that are legally compliant and applied equitably and uniformly - Develop and maintain collaborative relationships with cabinet members, policy makers, and elected officials, and provide guidance and direction on employment matters - Serve as a resource to managers and human resource professionals Citywide relative to employment matters; provide advice, counsel, and support relative to hiring, training, development, discipline, compensation, and interpretation and implementation of related laws, ordinances, and best practices - Develop and maintain positive and collaborative relationships with labor representatives and employee groups, and ensure employee relations concerns and questions are resolved in the best interest of the City - Ensure that policy makers and elected officials are apprised of critical and sensitive human resources issues of concern; make sound recommendations to address priorities, and ensure implementation considerations are addressed in a streamlined and equitable manner
33%	PROGRAM MANAGEMENT AND COMPLIANCE: - Promote and ensure City-wide compliance with employment-related federal and state laws, local ordinances (e.g., Chapter 350), and civil service regulations. - Ensure complaints related to potential violations of City policies and procedures and other employment regulations are investigated in a fair, timely, and competent manner.

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
	• Work with the City Attorney's Office to ensure that City policies and procedures are compliant with applicable regulations and to adapt practices and protocols in response to changing priorities. • Serve as the Executive Secretary of the Milwaukee City Service Commission, ensuring the integrity of selection, classification, and disciplinary functions enumerated within the Rules and Wisconsin State Statutes and that performance of these functions is consistent with best practices. • Oversee compensation services, including classification, pay administration, performance management programs, and Salary Ordinance preparation and maintenance. • Collaborate with Employee Benefits Director in the design, implementation, and overall management of benefits design and administration, including medical and dental insurance, employee wellness and long-term disability insurance, and employee safety programs and worker's compensation. • Direct staffing services, including recruitment, selection, certification, workforce development, and succession planning; ensure all staffing activities are performed in a manner that ensures equity, quality, and efficiency. • Ensure the provision of organizational development, training, and diversity and cultural inclusion activities Citywide. • Collaborate with the City Labor Negotiator relative to policy issues that impact Citywide human resources practices, compensation, and benefits.
33%	ADMINISTRATION AND FISCAL • Oversee the creation of the annual budget and prioritize resource allocation and realign resources based on City priorities. • Serve as the department's spokesperson for the City on employee relations issues. • Represent and share the administration's position and recommendations with key stakeholders. • Track and monitor performance management metrics, and work with senior management team to ensure accurate and timely reporting of deliverables. • Work with the Budget and Management Division to identify operational and program management priorities impacting the City's finances, and work to identify solutions. • Prepare language for legislative changes and provisions to implement key management initiatives. • Serve as a liaison between the administrative and operating departments on employee relations issues. • Advise policymakers, including the Mayor, alderpersons, and commissions, regarding human resources-related issues. • Represent the City before legislative and other policy bodies on issues concerning employee relations and other matters relevant to the City's interests. • Recommend City employee relations policies and practices to elected officials and related boards and commissions, and oversee implementation and achievement of deliverables

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
	• •

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Cavalier Johnson - Mayor

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

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = **45+**.

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:

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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)
1	Labor Negotiator	A-C
1	Employee Benefits Director	A-C
1	Administrative Support Specialist	A-H
1	Marketing and Communications Officer	A-H
1	Employee Assistance and Resource Coordinator	A-H
1	Benefits and Wellness Supervisor	A-H
1	Business Finance Manager	A-H
1	Business Operations Specialist	A-H
1	Risk Management and Safety Officer	A-H
1	Benefits Systems Analyst	A-H
2	Benefits Services Specialist	A-H
1	Worker's Compensation and Safety Manager	A-H
1	Worker's Compensation Analyst	A-H
1	Worker's Compensation Specialist	A-H
1	Paralegal – Lead	A-H
1	Paralegal	A-H
1	Human Resources Compliance Officer	A-H
9	Human Resources Representative	A-H
1	Leave Administration Coordinator	A-H
2	Human Resources Manager	A-H
1	Workforce Planning & Certification Supervisor	A-H
1	Diversity Recruiter	A-H
2	Human Resources Analyst- Senior	A-H
4	Human Resources Assistant	A-H
1	Test Administration Specialist	A-H
1	Administrative Assistant II	A-H
1	Position Control Specialist	A-H
1	Compensation Supervisor	A-H
1	HRIS Auditor- Lead	A-H
1	Functional Applications Administrator	A-H
6	Management Trainee	A-H
2	HRIS Auditor	A-H

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

i. Education and Experience:

Bachelor's Degree in Human Resources Management, Industrial or Labor Relations, Public Administration, or related field from an accredited college or university. Four years of Human Resources focused experience in a leadership position (e.g. director or manager) preferably in the public sector.

ii. Knowledge, Skills and Abilities:

Leadership Skills

- Strong executive leadership and managerial skills.
- Ability to provide operational oversight in the areas of strategic planning, budgeting and finance, communications, organizational performance, contracts, resource allocation, customer service, and safety.
- Ability to be proactive and collaborative.
- Ability to build and retain a diverse and culturally inclusive organization.
- Ability to bring teams together to meet the objectives of the community and department.

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.

- Ability to foster an environment of inclusion wherein all associates are treated respectfully are valued for their strengths, and feel that they can safely express themselves.
- Vision imagination, initiative, passion, and flexibility.

Technical Knowledge

- Knowledge of best practice in public sector human resources, including employee relations, compensation, employee benefits, recruitment and selection, employee development, and workers' compensation and safety.
- Knowledge of factors that impact human resources, such as the economic climate and societal issues.
- Knowledge of the capabilities of information technology to transform and enhance operations and services.
- Ability to read and understand complex documents such as laws policies and technical publications.
- **Communication and Interpersonal Skills**
- Excellent oral communication skills and interpersonal ability to be able to work collaboratively with elected officials, colleagues, staff, professionals, academics, community groups, and the public.
- Ability to effectively represent the department before public bodies and the media.
- Superior written communication skills to compose well-crafted policies, narratives, reports, articles, presentations and correspondence.

Critical Thinking Skills

- Skill in data and information analysis and interpretation.
- Critical thinking and planning skills.
- Ability to analyze and solve complex problems.
- Decision-making skills and sound judgment.
- Organizational skills to be able to effectively oversee work flow processes.

Professionalism

- Ability to provide responsible stewardship of City resources and to represent the City of Milwaukee professionally and ethically.
- Ability to manage competing priorities and challenges under pressure.
- Ability to maintain the utmost confidentiality regarding all aspects of the role.

iii. Certifications, Licenses, Registrations:

Valid Wisconsin driver's license at time of appointment and throughout employment.

iv. Other Requirements:

Master's degree in a related field such as Human Resources or Industrial Relations from an accredited college or university. A Juris Doctor (J.D.) degree from an American Bar Association (ABA) approved law school.

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:

☐	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.
☐	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.

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☐	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.
☐	Kneeling: Bending legs at knee to come to a rest on knee or knees.
☐	Crouching: Bending the body downward and forward by bending leg and spine.
☐	Crawling: Moving about on hands and knees or hands and feet.
☒	Reaching: Extending Hand(s) and arm(s) in any direction.
☒	Standing: Particularly for sustained periods of time.
☒	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
☐	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.
☐	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
☐	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.
☒	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
☒	Grasping: Applying pressure to an object with fingers and palm.
☐	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
☒	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.
☒	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.
☐	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
☒	Driving: Minimum standards required by State Law (including license).

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

CHECK ONE:

☒	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.
☐	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.
☐	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.
☐	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.
☐	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:

☒	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).
☐	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.)
☐	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
☐	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:

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.

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:** _____%

CHECK ALL THAT APPLY:

☒	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
☐	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.)
☐	The worker is subject to outside environmental conditions: No effective protection from weather.
☐	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
☐	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
☐	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.
☐	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
☐	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.
☐	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.
☐	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
☐	The worker is required to wear a respirator.

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

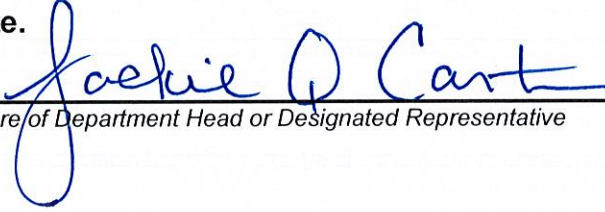
List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

CHECK ALL THAT APPLY:

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

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.)

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



 Signature of Department Head or Designated Representative

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.

Kristin Hennessy Urban



OBJECTIVE: To secure a position as a human resources director for a progressive municipality in which I can contribute my expertise in public personnel management.

WORK EXPERIENCE:

Human Resources Manager, City of Milwaukee Department of Employee Relations, July 2016 – present. Manage all pre-employment, selection and policy development for non-sworn selection activities; supervise staff of 12 employees in planning, executing and tracking all staffing and other employment functions. Report to and seek guidance from the Civil Service Commission, which oversees all selection and qualifying disciplinary actions.

- **Policy Analysis and Development:** Evaluate, modify and draft policies and procedures, Civil Service Commission Rules and ordinance language relative to selection and other human resources issues.
- **Compliance:** Ensure compliance with all related laws, regulations, ordinances and policies, including the ADAAA, Civil Rights Acts of 1964 and 1991, Uniform Guidelines on Employee Selection, Rules of the Civil Service Commission and best practices relative to employee selection.
- **Supervision of Staff:** Direct Staffing Division employees, including performance assessment, review of work, coaching, counseling; ensure a high-quality, timely and customer-focused work product.
- **Public Hearings and Appearances:** Represent the Staffing Division before the City Service Commission, the Fire and Police Commission, the Common Council and other boards and commissions. Respond to WI Equal Right Division and EEOC complaints and testify on the City's behalf.
- **Recruitment/Job Analysis/Test Development:** Oversee the recruitment function, ensuring activities attract the best talent; identify and remove barriers to the application and testing process that may create adverse impact. Direct job analysis and the development of employee selection methods according to professional and legal standards.
- **Pre-employment Testing and Orientation:** Direct all pre-employment activities, including payroll entry and tracking, monitoring pay and benefits, new employee orientation, medical and drug screening.

Human Resources Compliance Officer, City of Milwaukee Department of Employee Relations, May 2014 - July 2016. Ensure a fair, positive and harassment-free workplace by investigating, analyzing and resolving employee complaints and inquiries relative to employment laws, regulations and rules; coach and counsel managers and monitor all diversity related efforts and activities, including EEO-4 reporting.

- **Complaint Investigation:** Receive, investigate and resolve all general City employee complaints, including issues related to harassment, workplace violence, violations of the ADAAA, FMLA, ADEA, FLSA, disciplinary actions, benefits, safety, leave provisions, pay practices, and laws and rules and regulations that govern employment. Write investigative summaries and work closely with the Office of the City Attorney regarding employment litigation and testify as needed. Research and respond to grievances received through the labor relations grievance process.

- **Management and Employee Coaching and Counseling:** Serve as the City's subject matter expert regarding laws, rules and regulations relative to the employment relationship, including disciplinary actions. Provide direction and counsel to both managers relative to employment laws, best practices and resolving employee issues and conflicts; counsel employees relative to complaints and concerns; work closely with the Employee Assistance Program (EAP) to ensure that all parties receive support as needed.

- **Policy Development, Management Training and Reporting:** Develop, revise, obtain approval for and provide training relative to employment policies and procedures, including Civil Service Rules and City Ordinances. Provide training for management staff relative to topics ranging from employment laws to disciplinary actions. Perform all tracking and reporting of personnel transactions related to workforce diversity, including the bi-annual EEO-4 report.

Human Resources Representative, City of Milwaukee Fire and Police Commission, September 2013 – May 2014. Pursuant to Fire and Police Commission (FPC) rules, perform all employee selection functions for protected service.

- **Selection:** Create content valid and legally sound selection processes for positions at all levels, including recruitment, job analysis, test development, test administration and consultant oversight. Appear before FPC to secure approval for and explain selection procedures and approaches.

- **Staff planning:** Working closely with departmental representatives, plan human resource needs in accordance with FPC processes and budgetary expectations. Advise departmental representatives regarding human resources best practices and related laws, regulations and case law.

- **Candidate communication/complaint resolution:** Investigate and resolve candidate issues and concerns. As required, present related information to FPC for discussion or approval and appear before appellate bodies.

Human Resources Consultant/Representative, City of Milwaukee Department of Employee Relations, January 2010 – September 2013. Provide specialized human

resources services, including selection, complaint investigation and program development.

- **Selection:** Perform recruitment, job analysis, test development, candidate relations and customer service functions for large scale, high profile and complex staffing projects.
- **Special Projects:** Investigate and present multi-faceted, complex appeal to the City Civil Service Commission; revise and create human resources policies and procedures and draft Request for Proposals for selection software program.

Human Resources Director, School District of Kettle Moraine, September 2007 – April 2008. Direct and administer all human resources functions for district workforce of over 500 employees with four bargaining units.

- **Labor relations:** Serve as labor negotiator by directing and performing functions such as contract negotiation and interpretation, grievance management, costing, proposal development, research and related testimony before appellate bodies.
- **Employee relations:** Communicate all related policies/procedures to employees and stakeholders; perform and advise management staff regarding performance improvement procedures and discipline. Investigate disciplinary issues, recommend course of action and defend action before appellate bodies.
- **Policy development:** Direct, oversee and communicate all human resource-related policies and procedures, including issues for school board approval.
- **Selection:** Direct and perform recruitment and job-related testing. Perform related policy development and implementation. Advise managers regarding hiring and selection practices.
- **Benefits/safety:** Oversee and direct administration of related programs, including health, dental and worker's compensation; implement and interpret benefits, determine and negotiate plan design changes and recommend new programs or changes.
- **Compensation:** Interpret the classification plan; direct and participate in the review of position allocation and new and revised classification specifications. Administer the pay plan in accordance with applicable laws, regulations and policies.
- **Administration:** Direct, create and implement multi-million dollar personnel budget; serve on leadership team to develop, refine and communicate policies and procedures regarding all facets of administration.

Human Resources Director, Oncology Alliance, November 2002 - April 2004. Direct and administer all human resources functions for multi-state health care employer.

- **Policy development/legal compliance:** Direct, create, communicate and secure shareholder approval for policies and procedures in areas including payroll, benefits, selection and compensation. Advise departmental managers and shareholders

regarding best practices and laws, including the Fair Labor Standards Act (FLSA), Family and Medical Leave Act (FMLA) and Americans with Disabilities Act (ADA).

- **Benefits/safety:** Oversee and direct administration of fringe benefit and safety programs, including health, dental, short and long-term disability, 401(K) and flexible spending. Direct third party administrator regarding worker's compensation issues; secure shareholder approval for plan design changes and new programs. Also implement benefit amendments.
- **Compensation:** Interpret and create pay ranges and specifications. Conduct and/or oversee performance of periodic pay studies, salary surveys and other research in salary administration. Direct payroll administration.
- **Selection:** Direct, create and administer content-valid and legally sound recruitment and selection processes for all positions. Perform all related policy development and implementation; advise managers regarding hiring.
- **Employee Relations:** Communicate all related policies/procedures to employees and shareholders; perform and advise departmental managers regarding performance improvement procedures and discipline. Conduct and oversee provision of training programs.

Human Resources Consultant, Cities of Brookfield and Milwaukee, October, 2001-November, 2002.

- **Labor relations:** Prepare interest arbitration case for hearing with protected service bargaining unit by performing data analysis, preparing exhibits and creating strategy; testify as needed.
- **Staffing:** Audit and create staffing policies governing recruitment, job analysis, test development and legal compliance; evaluate and make recommendations regarding civil service rules and procedures.
- **Personnel policies and procedures:** Create employee procedures manual covering areas such as harassment, the ADA, FLSA and discipline; outline employment-related state and federal laws.

Personnel Director, City of Wauwatosa, February 2000 – August 2001. Direct and administer all human resources functions for municipal workforce of over 500 employees with five bargaining units.

- **Labor relations:** Serve as city labor negotiator by directing and performing functions such as contract negotiation, grievance management, contract interpretation, costing, proposal development, research and related testimony before appellate bodies.
- **Policy development:** Direct, oversee and communicate all human resource-related policies and procedures, including issues for common council approval.
- **Selection:** Direct and perform recruitment and job-related testing. Perform related policy development and implementation. Advise managers regarding hiring and selection practices.

- **Benefits/safety:** Oversee and direct administration of related programs, including self-insured health, dental and worker's compensation; implement and interpret benefits, determine and negotiate plan design changes and recommend new programs or changes to the common council.

- **Compensation:** Interpret the classification plan; direct and/or participate in the review of position allocation and new and revised classification specifications. Administer the city's pay plan in accordance with applicable laws, regulations and policies; conduct and/or oversee performance of periodic salary survey and other research in salary administration.

- **Administration:** Direct, create and implement multi-million dollar personnel budget; serve on city leadership team to develop, refine and communicate policies and procedures regarding all facets of municipal administration.

Human Resources Manager, City of Mequon, April 1998 – June 1999. Direct and administer all human resources functions for the municipality.

- **Labor relations/discipline:** Serve as chief spokesperson for negotiations, interest mediation and grievance arbitration by performing all costing and analysis, developing case arguments, directing exhibit production and serving as the city's primary witness. Direct all contract interpretation and advise policy makers and managers in related matters. Counsel and assist line managers regarding employee discipline and appeal.

- **Policy development/management:** Design, communicate and secure common council approval for all related policies and procedures; direct and administer human resources budget, including benefits, and participate in citywide policy development as member of leadership team.

- **Benefits:** Oversee processing of all benefits, including health, dental, long term disability, life insurance and deferred compensation; direct open enrollment of all areas; perform related inquiries and problem-solving with providers and administer and evaluate contract with third party administrators.

- **Compensation:** Administer pay plans for represented and non-represented employees; develop management pay plan and administer pay for performance plan for non-represented employees. Also advise management staff regarding job study processes commensurate with professional and legal standards; counsel managers and policy makers regarding FLSA provisions and perform oversight and problem resolution for payroll.

- **Selection:** Create and administer content valid and legally sound recruitment and staffing processes for all city positions; oversee work of executive recruiters as needed.

- **Organizational development:** Create and execute new employee orientation program; train managers in areas ranging from team building to sexual harassment prevention; manage the city's safety program and investigate and resolve harassment complaints.

Human Resources Analyst-Sr., City of Milwaukee, May, 1993 – April 1998.

- **Labor Relations:** Guide supervisors in labor contract interpretation; perform grievance processing and resolution and negotiating functions, including costing and explaining benefit and salary changes. Advise departments regarding disciplinary procedures.
- **Staffing:** Create content valid and legally sound selection processes for positions at all levels, including job analysis and test development; design and execute recruitment. Also plan human resource needs with customer departments in accordance with civil service processes and appear before the civil service commission, equal rights division and other appellate forums as required to defend policy decisions.
- **Compensation:** Provide guidance to managers and employees regarding salary and benefits, perform job evaluation for represented and on-represented position and make recommendations regarding appropriate pay ranges and titles for common council approval.
- **Organizational development:** Advise and assist managers regarding issues such as quality improvement, diversity and customer service, including marketing, creating and presenting training programs. Create departmental affirmative action plan; train managers and employees in areas ranging from diversity to disciplinary procedures.

EDUCATION:

Master of Public Policy and Administration with emphasis in human resources management, La Follette Institute of Public Affairs, UW-Madison, 1994

Bachelor of Arts, Political Science, Graduation with Distinction, UW-Madison, 1991