



Department of Employee Relations

April 1, 2010

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Troy M. Hamblin
Labor Negotiator

To the Honorable
The Committee on Finance and Personnel
Common Council
City of Milwaukee

Dear Committee Members: Re: Common Council File Number 091577

The following classification and pay recommendations were approved by the City Service Commission on **March 9, 2010**:

In the Health Department, one new position was recommended for classification to Health Program Manager - PLAN, SG 007.

The following classification and pay recommendations were approved by the City Service Commission on **March 23, 2010**:

Two new positions were recommended for classification to Housing Rehabilitation Specialist, PR 548.

One new position was recommended for classification to Housing Program Specialist, Pr 546.

One new position was recommended for classification to Community Outreach Liaison, SG 04.

One new position was recommended for classification to Office Assistant IV, PR 445.

The job evaluation report covering the above positions, including the necessary Salary and Positions Ordinance amendments, are attached.

Sincerely,

Maria Monteagudo
Employee Relations Director

MM:fcw

Attachments: 2 Job Evaluation Reports
 2 Fiscal Notes

C: Mark Nicolini, Renee Joos, Marianne Walsh, Troy Hamblin, Nicole Fleck, Joe Alvarado, Bevan Baker, Ray Weitz, Anna Benton, Richard Marcoux, Martha Brown, Judy Allen, Richard Abelson, John English, Kenneth Wischer, Bill Mollenhauer, James Fields, and Calvin Lee (DC 48).

JOB EVALUATION REPORT

City Service Commission Meeting Date: March 9, 2010
 Department: Health

Present	Request	Recommendation
New Position	Nutrition and Physical Activity Director SG 07 \$53,519 - \$74,922	Health Program Manager - PLAN SG 07 \$53,519 - \$74,922
<p>Rationale</p> <p>The nature of work and level of responsibility associated with this grant funded position are typical of other program managers in the Milwaukee Health Department allocated to Salary Grade 07 such as the Milwaukee Comprehensive Home Visiting Program (MDHVP) Program Manager and Women, Infants and Children (WIC) Program Manager.</p>		

Action Required

In the Salary Ordinance, under Salary Grade 07, add the title "Health Program Manager - PLAN."

In the Positions Ordinance, under Health Department, Family and Community Health Services Division, add the heading "Milwaukee Physical Life and Nutrition Project Grant (LLL)", add one position of "Health Program Manager – PLAN (LLL)" and add footnote (LLL) to read as follows: "To expire 03/31/12 unless the Milwaukee Physical Life and Nutrition (PLAN) Project – ARRA Supplemental from the Centers for Disease Control and Prevention is extend."

Background

On February 15, 2010, the Milwaukee Health Department requested that a new grant-funded position referred to as "Nutrition and Physical Activity Director" be studied for proper classification and associated pay level. In reviewing this request, documentation submitted by the Health Department was reviewed, including a job description for the position, and a discussion was held with Anna Benton, Director of Family and Community Health Services regarding the position's duties and responsibilities and job title.

Duties and Responsibilities

This new grant-funded position will function in the Division of Family and Community Health Services under the direction Anna Benton, the Director of that Division. The purpose of this job, as articulated in a *Community Action Plan* submitted with the grant application, is to establish and manage a program to reduce rates of obesity in Milwaukee. Program goals will be accomplished through promoting changes in policies, environments, and systems and working with organizations to increase physical activity, enhance nutrition, and promote overall well-being, thereby reducing obesity.

The manager of this program will direct a staff of 9 professionals consisting of five program coordinators and four compliance monitors who will be hired to carry out various aspects of the program. Staff will include both internal City of Milwaukee positions yet to be classified as well

as external contractors. The new incumbent filling this position will establish the program; manage all of the program's financial, reporting, record keeping, and contractual requirements; supervise and coach staff; establish and maintain relationships with many stakeholders, including community groups, and Health Department staff; and evaluate program outcomes. Minimum qualifications for the position, as stated on the job description prepared by the Health Department, include a bachelor's degree in public health, nursing or related field (master's degree preferred) and three years of progressively responsible experience in public health, health education, nutrition, physical activity education, or related area. Work experience would be expected to include experience with the type of duties and responsibilities associated with the job— staff supervision and coaching, program planning and management, budget development and monitoring, contract development, and the like. It should be noted that the above stated minimum requirements have not been validated for staffing purposes.

Knowledge, skills, abilities, and attributes needed to successfully perform this job include:

- Knowledge of the principles and practices of public health promotion
- Knowledge of obesity prevention and intervention programs and their components— nutrition, physical activity, environment, policies
- Passion and commitment to public health
- Creativity and flexibility in developing approaches to prevention and intervention programs.
- Knowledge of community resources, social service organizations, and public health operations
- Ability to supervise, coach, motivate, and evaluate staff
- Ability to make formal and informal presentations
- Ability to create and manage budgets and related financial reports and information
- Ability to establish and maintain effective working relationships with Health Department staff, representatives from agencies/organizations, health care providers, other service groups in the community, other professionals, and the public.
- Ability to use standard office hardware, software, and systems
- Ability to exercise initiative, tact, discretion and judgment in carrying out position responsibilities; work sensitively with persons of various ages, positions, cultures and backgrounds.

The Health Department has requested that this position have the title of "Nutrition and Physical Activity Director" and be placed in Salary Grade 07. The Department employs a number of public health program managers who have responsibility for a specific program or aspect of public health. These positions, all of which are allocated to Salary Grade 07, include the following:


- Milwaukee Comprehensive Home Visiting Program (MDHVP) Program Manager
- School Health Manager
- Women, Infants and Children (WIC) Program Manager (nutritional program), and
- Public Health Emergency Response Planning Coordinator

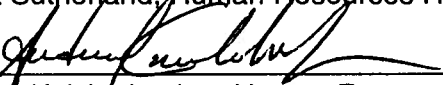
The position that most resembles the nature of work and scope of responsibilities associated with the position in question is that of the Milwaukee Comprehensive Home Visiting Program (MDHVP) Program Manager. This position, though a staff of 11, provides overall leadership, oversight and coordination of an intensive home-visiting program. This includes oversight for achievement of all program goals and objectives (which involves data collection and analysis);

provision of regular reports on project goals and objectives; supervision of all program staff; managing the budget as well as subcontracts with professionals and community-based case management / home visiting providers; ensuring home visiting protocols are effective and standardized, and ensuring that the program is adequately resourced for sustainability.

Recommendation

Due to the fact that the position under consideration will exercise the same level of responsibility as other program managers in the Milwaukee Health Department allocated to Salary Grade 07, we recommend that this new grant funded position be allocated to Salary Grade 07 with the title of Health Program Manager - PLAN.

Prepared By: 
Laura Sutherland, Human Resources Representative

Reviewed By: 
Andrea Knickerbocker, Human Resources Manager

Reviewed By: 
Maria Monteaquido, Director

JOB EVALUATION REPORT

City Service Commission Meeting: March 23, 2010
Department: City Development

Present	Request	Recommendation
Two New Positions	Housing Rehabilitation Specialist 2 positions PR 548 (\$50,447 - \$59,247)	Housing Rehabilitation Specialist 2 positions PR 548 (\$50,447 - \$59,247)
New Position	Housing Program Specialist PR 546 (\$45,210 - \$55,273)	Housing Program Specialist PR 546 (\$45,210 - \$55,273)
New Position	Community Outreach Liaison SG 04 (\$44,194 - \$61,871)	Community Outreach Liaison SG 04 (\$44,194 - \$61,871)
New Position	Office Assistant IV PR 445 (\$36,902 - \$40,836)	Office Assistant IV PR 445 (\$36,902 - \$40,836)

ACTIONS REQUIRED

In the Positions Ordinance, under Department of City Development, Housing Development, delete two positions of "Housing Rehabilitation Specialist Senior (B)", add two positions of "Housing Rehabilitation Specialist (B)(X)(Y)", delete one position of "Housing Program Specialist (B)", add one position of "Housing Program Specialist (B)(Y)", delete one position of "Community Outreach Liaison (B)," and add one position of "Community Outreach Liaison (B)(Y)."

BACKGROUND

On February 11, 2010 the Department of City Development requested that these new positions, which will function in the Housing Preservation section, be studied for appropriate job classification and associated rate of pay. In studying this request, job descriptions prepared by the Department were reviewed and discussions were held with Judith Allen, personnel officer for the Department.

These positions, funded by the Department of Housing and Urban Development (HUD) will expand the services and programs currently offered to residents through the Neighborhood Stabilization Program (NSP) administered by the Department of City Development.

The mission of this NSP is to address the issue of foreclosed homes in City neighborhoods by increasing home ownership, increasing the availability of affordable rental housing, eliminating blight, and improving City neighborhoods. This initiative includes government, residents, nonprofits, developers, lenders, and the real estate community.

The Neighborhood Stabilization Program has three major components:

Homebuyer Assistance Program

The NSP Homebuyer Assistance Program provides funding to help prospective homeowners purchase and rehabilitate foreclosed homes they will occupy as their primary residence. Both financial and technical assistance are provided as part of the program.

Buy in Your Neighborhood Program

The NSP Buy in Your Neighborhood Program provides funding to help homeowners buy a foreclosed property within three blocks of where they live for rental purposes. Both financial and technical assistance is provided. If the property is in need of rehabilitation, homeowners may also use the NSP Rental Rehabilitation Program.

Rental Rehabilitation Program

The NSP Rental Rehabilitation Program provides funding to help responsible landlords purchase and rehabilitate foreclosed homes for affordable rental opportunities. Both financial and technical assistance are provided as part of the program.

Current: Two New positions
Requested: Housing Rehabilitation Specialist – Two Positions, PR 548
Recommended: Housing Rehabilitation Specialist – Two Positions, PR 548

Like other Rehabilitation Specialists currently employed in the NSP, these two positions will provide assistance to property owners regarding the technical and financial aspects of housing rehabilitation. The employees filling these positions will report to the Commercial and Residential Rehabilitation Manager, SG 09. Major areas of responsibilities and associated duties for these Housing Rehabilitation Specialists will be as follows:

- Determining whether applicants for loans qualify for funding.
- Preparing cost estimates and scopes of work to be completed.
- Creating specifications and drawings of work to be completed
- Assisting clients with obtaining and reviewing bids and proposals
- Inspecting work in progress and completed to determine that improvements meet established standards.
- Preparing contract documents for owners and contractors.
- Conducting preconstruction conferences, performing contract compliance inspections, and approving payments to contractors.
- Mediating problems which may occur during the term of construction
- Preparing and presenting technical reports for review and approval.

The minimum requirements for these jobs, as stated on the job description prepared by the Department of City Development, include a bachelor's degree in architecture, civil engineering or closely related field and two years of building construction or design experience. Equivalent combinations of education and experience are acceptable. To work successfully with property owners and contractors, it is essential that the employees performing these jobs have excellent interpersonal and communication skills in addition to technical knowledge associated with housing rehabilitation. It should be noted that these minimum qualifications have not been validated for purposes of staffing.

Due to the fact that these positions will perform the same work as the existing classification of Housing Rehabilitation Specialist, we recommend that they be classified as such, in PR 548.

Current: New Position
Request: Housing Programs Specialist, PR 546
Recommendation: Housing Programs Specialist, PR 546

This position will function as a loan officer for the Neighborhood Stabilization Program, assessing, underwriting, processing, and closing loans for property owners. Major areas of responsibility include:

- Counseling applicants (homeowners and landlords) and loan and grant programs and assisting them in the application process.
- Reviewing and processing applications for loan and grant programs, obtaining the necessary verifications for a loan decision.
- Working with clients to resolve title problems, delinquent taxes, or other issues affecting eligibility.
- Coordinating the development and acceptance of the rehabilitation plan and cost estimates with the customer and Rehabilitation Specialist.
- Preparing and presenting cases for approval by the Loan Committee.
- Documenting progress and the status of individual cases
- Closing loans and grants and ensuring that documents are accurate, complete, and in compliance with program guidelines.
- Promoting housing loan programs to private sector lenders, real estate representatives, and through outreach to potential customers.

As stated in the job description prepared by the Department, the minimum qualifications for this position includes two years of experience in mortgage or community lending or housing counseling. Equivalencies of education and experience are acceptable. Notable knowledge, skills, abilities, and attributes of the employee filling this position include advanced proficiency in standard office hardware and software and database applications; the ability to analyze financial information and make sound loan underwriting decisions; and ability to counsel homeowners and investor-owners regarding available loans and grants. It should be noted that these minimum qualifications have not been validated for staffing purposes.

Due to the fact that another position of Housing Program Specialist currently exists in the section that performs the same duties and responsibilities, we recommend that this position be classified as such, in Pay Range 546.

Current:	New Position
Request:	Community Outreach Liaison, SG 04
Recommended:	Community Outreach Liaison, SG 04

This position will promote the programs and services of the Neighborhood Stabilization Program to many constituencies, including residents, political representatives, neighborhood organizations, businesses, real estate professionals, lenders, and all others having a stake in housing rehabilitation and development. Areas of responsibility and duties will include:

- Representing the Department of City (DCD) development at meetings and events.
- Working with a many stakeholders, including political representatives, community-based organizations, businesses, lenders, real estate professionals, and others to effectively identify and address community issues related to foreclosures.
- Increasing the participation of residents in targeted areas by identifying, training, and supporting grass-roots leadership
- Promoting community-based activities that grow and sustain residents' involvement in their neighborhoods

- Acting as a liaison between community groups, residents, and City services and departments
- Seeking fundraising opportunities, including grants
- Preparing and presenting reports to policy makers, funders, and others.

Minimum qualifications, as contained in the job description submitted by the Department, include a bachelor's degree in the social sciences and a minimum of three years in community development activities. Equivalent combinations of education and experience are acceptable.

Notable knowledge, skills, abilities, and attributes include: experience working with low-income families and diverse populations; thorough knowledge of the principles and practices of community organizing and leadership development; familiarity with City neighborhoods and their housing needs; expertise in public relations and community outreach; effective written and oral communication skills; the ability to work in a fast paced environment; the ability to meet deadlines, perform well under pressure and work effectively on multiple projects simultaneously. It should be noted that the qualifications listed here have not been validated for purposes of staffing.

Due to the fact that a current position of Community Outreach Liaison performs the same duties and responsibilities as this position, it is recommended that this position be classified as a Community Outreach Liaison, SG 04.

Current:	New Position
Requested:	Office Assistant IV, PR 445
Recommended:	Office Assistant IV, PR 445

This position will report to the Commercial and Residential Rehabilitation Manager. The purpose of the position is to provide high level administrative support for the activities and managers working in the Neighborhood Stabilization Program. Areas of responsibility and related duties will include:

- Providing information to prospective customers, current program participants, and others regarding the programs and services of the Neighborhood Stabilization Program via telephone, email, and in-person.
- Assisting with loan closings
- Locating and organizing data and information for projects, reports, educational materials, and marketing materials.
- Managing the collection, distribution, and retention of correspondence, documents, and notices
- Preparing promotional materials and content for website updates
- Maintaining calendars of staff members, scheduling meetings and conferences, and making travel arrangements
- Conducting customer satisfaction surveys
- Preparing agendas and taking minutes at meetings
- Maintaining a manual of program policies and procedures

The minimum qualifications for this job, as stated in the job description prepared by the Department, include four years of office experience, including one year at the Office of Office Assistant III or equivalent. Notable knowledge, skills, abilities, and attributes include: advanced proficiency in standard office hardware and software; the ability to prioritize work; the ability to

work independently and as part of a team; the ability to provide excellent customer service; high attention to detail; and an ability to learn the programs and services provided by the Neighborhood Stabilization Program. It should be noted that these qualifications have not been validated for purposes of staffing.

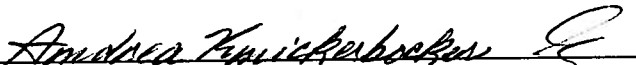
The individual filling this position will be expected to work independently perform all of the duties of the job at the time of hire, explain the program to prospective customers, and assist loan officers with application documentation. Due to the fact that this position will report to the Manager of the section and have higher level job performance requirements at the time of hire, it appears that classification as an Office Assistant IV is appropriate. Its duties and responsibilities and level of responsibility and knowledge and skills required are comparable to other Office Assistant IV positions in the City service. For these reasons, we recommend that this position be classified as an Office assistant IV, PR 445.

Prepared by:



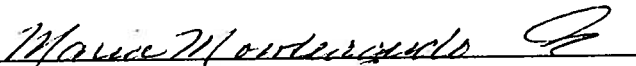
Laura Sutherland, Human Resources Representative

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Maria Montenegro, Employee Relations Director