

Cavalier Johnson Mayor

Harper Donahue, IV Director

Renee Joos Employee Benefits Director

Nicole M. Fleck Labor Negotiator

Department of Employee Relations

October 20, 2023

The Honorable Finance and Personnel Committee Common Council City of Milwaukee

Common Council File No. 230776 – Communication from the Department of Employee Relations relating to classification studies scheduled for the October 24, 2023 City Service Commission meeting.

Dear Committee Members:

The following classifications and pay recommendations are scheduled for the Civil Service Commission meeting on October 24, 2023.

Board of Zoning Appeals

Current	Recommended
BOZA Administrative Coordinator	BOZA Administrative Manager
PR 1CX (\$53,548 - \$74,974)	PR 1IX (\$78,528 - \$109,938)
(One Position)	FN: Recruitment is at \$93,989
	(One Position)
Program Assistant I	BOZA Administrative Assistant-Lead
PR 5EN (\$42,137 - \$48,611)	PR: 5KN (\$56,876 - \$69,950)
FN: Appointment may be at any rate in the pay range	FN: Recruitment is at \$58,514
with the approval of DER.	(One Position)
(One Position)	
Office Assistant IV	BOZA Administrative Assistant 2
PR 6HN (\$38,578 - \$43,555)	PR 6KN (\$40,190 - \$47,224)
FN: Recruitment is at \$39,359	FN: Recruitment is at \$40,918
(One Position)	(One Position)
Office Assistant III (0.5 FTE)	BOZA Administrative Assistant 1 (1.0 FTE)
PR 6FN (\$32,460 - \$39,958)	PR 6IN (\$38,427 - \$45,086)
FN: Recruitment is at \$36,119	FN: Recruitment is at \$38,970
(One Position)	(One Position)

Note: Residents receive a rate that is 3% higher.

Department of Administration-Information and Technology Division

Current	Recommended
ITMD Policy and Administration Manager	ITMD Policy and Administration Manager
PR 1IX: \$78,528 - \$109,938	PR 1NX: \$108,037 - \$151,255
FN: Recruitment is at \$96,345	FN: Recruitment is at \$128,401
(One Position)	(One Position)

Note: Residents receive a rate that is 3% higher.

Respectfully Submitted,

Harper Donahue, IV Employee Relations Director

Attachments: Job Evaluation Reports Fiscal Impact Statement

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Cavalier Johnson Mayor

Harper Donahue, IV Director

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Department of Employee Relations

Job Evaluation Report

City Service Commission Meeting: May 23rd, 2023

Board of Zoning Appeals

Current	Recommended
BOZA Administrative Coordinator	BOZA Administrative Manager
PR 1CX (\$53,548 - \$74,974)	PR 1IX (\$78,528 - \$109,938)
(One Position)	FN: Recruitment is at \$93,989
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Background

The Department of Employee Relations received a request for a market study of existing titles in the Board of Zoning Appeals. Job descriptions were provided and discussions were held with Preston Cole, Administration Director, and Bryan Rynders, Budget and Fiscal Policy Operations Manager. DER staff did request that incumbent BOZA employees complete a job analysis questionnaire to discern job tasks and level of responsibility. The task list was based upon both current and historical job descriptions, as well as previous classification studies.

The following recommendations for changes are based on a review of position descriptions of duties and responsibilities, knowledge/skills/abilities, minimum qualifications, and the job analysis survey completed by incumbents. Recommendations are supported by market data and salary comparisons with other employers.

Board of Zoning Appeals Positions

BOZA is an independent agency authorized to hear appeals in matters related to the zoning ordinances. Board members are appointed by the Mayor and are confirmed by the Common Council. Because the Board acts somewhat like a court, it is called a guasi-judicial body. The Board is required to follow procedures set forth by the City and State and to evaluate the facts in each case. BOZA hears approximately 700 appeals over the course of 12 hearings each year.

Current	Recommended
BOZA Administrative Coordinator	BOZA Administrative Manager
PR 1CX (\$53,548-\$74,974)	PR 1IX (\$78,528-\$109,938)
(1 Position)	FN: Recruitment is at \$93,989
	(1 Position)

Note: Residents receive a rate that is 3% higher

Duties & Responsibilities

Under the direction of the Chair and Members of the City of Milwaukee Board of Zoning Appeals (BOZA), the BOZA Administrative Manager is responsible for supervising staff; overseeing administrative processes, records maintenance, and website management; chairing the Zoning Administration Group; representing BOZA before the public; and drawing upon zoning code knowledge and expertise to support Board activities. The BOZA Administrative Manager works closely with the Office of the City Attorney, the Office of the Mayor, the Common Council, the Department of Neighborhood Services (DNS), the Department of City Development (DCD), and other City departments to carry out BOZA-related functions. The BOZA Administrative Manager works closely with the Office of the City Attorney to ensure compliance with state statutes and ordinances, and to ensure the independence of the Board and its decision-making authority.

Administration:

- Supervise the work of the Board of Zoning Appeals (BOZA) staff, including hiring and discipline.
- Prepare and present an annual budget.
- Serve as custodian of records and maintain record retention policy.
- Accept service of papers and provide transcripts and records for cases appealed to Circuit Court.
- Communicate effectively with appellants.

Board of Zoning Appeals:

- Confer with the Administrative Officer, BOZA (Chair, Board of Zoning Appeals) on hearings, cases, and schedules.
- Confer with the Assistant City Attorneys and keep up-to-date on federal and state land use regulations and legislation that may impact BOZA.
- Review and draft requests for City Attorney opinions and advise Board members of changes.
- Work with Council Members and City departments on the status of appeals to mitigate confusion for appellants.
- Work closely with the Office of the City Attorney to ensure compliance with state statutes and ordinances, and to ensure the independence of the Board and its decision-making authority.

Zoning Administration Group

- Chair the Zoning Administration Group, confer with department heads and City staff, coordinate recommendations, and accept and review all applications.
- Meet with the Plan Examination staff on a regular basis to assist in the interpretation of the zoning code.
- Prepare legal written decisions for all cases that reflect the conditions agreed to by the Board.
- Provide consultation and general information to those submitting appeals.

Community Engagement and Collaboration

- Represent the Board to City departments, elected officials, and the public.
- Represent the Board at the Zoning Code Technical Committee meetings, and provide input on proposed land use regulations.
- Present information at community summits, seminars, and business fairs as needed.

Minimum qualifications include a Bachelor's degree in urban planning, public administration or a comparable field from an accredited college or university, plus four years of experience performing duties related to this position including at least one year of related code enforcement or planning work involving some zoning ordinance administration; equivalent combinations of training and experience may be considered. Supervisory experience is desirable.

Market Rates & External Competitors

In conducting a market cost of labor analysis for these titles, rates of pay from the Economic Research Institute (ERI) and neighboring jurisdictions job postings were considered.

The following table provides wage information from ERI for Program Manager with 5 years of experience in southeastern Wisconsin communities:

Area Name	10th	25th Maan		75th	90th
Alea Name	Percentile	Percentile	Mean	Percentile	Percentile
Kenosha, Wisconsin	\$91,681	\$98,759	\$108,024	\$116,910	\$125,866
Madison, Wisconsin	\$85,714	\$92,371	\$101,191	\$109,692	\$118,221
Milwaukee, Wisconsin	\$90,965	\$98,188	\$107,673	\$116,765	\$125,885
Racine, Wisconsin	\$85,977	\$92,843	\$101,936	\$110,710	\$119,543
Waukesha, Wisconsin	\$91,390	\$98,635	\$108,147	\$117,263	\$126,407
West Allis, Wisconsin	\$91,364	\$98,604	\$108,114	\$117,234	\$126,389

Source: ERI, as of April 1, 2023

ERI defines a Program Manager as a position that manages programs to ensure that implementation and prescribed activities are carried out in accordance with specified objectives; plans and develops methods and procedures for implementing programs, directs and coordinates program activities, and exercises control over personnel responsible for specific functions or phases of programs.

Peer employers and the City of Milwaukee, sorted by minimum rate of pay:

City/ County	Title	Rates of Pay
City of Milwaukee	BOZA Administrative Coordinator	\$53,548-\$74,974
Dane County	Assistant Zoning Administrator	\$72,093-\$91,166
City of Sheboygan	Manager of Planning and Zoning	\$75,317-\$83,678
City of Madison	Zoning Administrator	\$89,130-\$107,300
Dane County	Zoning Administrator	\$96,158-\$124,238
Waukesha County	Planning & Zoning Manager	\$98,696-\$142,147
Fitchburg	Zoning Administrator	\$103,459-\$118,248

Pay Rates and Job Announcements for listed jurisdictions from 2022 and 2023

Analysis and Recommendation

This position was last studied in 2014 when the position's duties and responsibilities grew significantly to include more technical expertise in the zoning code and federal and land use changes. The department has faced turnover and vacancies in their support staff since that report and this recommendation includes a significant change in classification to help support a professional level of staff management. Though the reporting group is small, this position will be responsible for full range of human resources tasks including performance management and development, recruitment, leave administration, and disciplinary action.

BOZA Administrative Support Staff

A review of current BOZA staff members was completed via a review of Job Descriptions, historical job studies, and a job analysis questionnaire. The questionnaire was completed by current staff and staff that have been recently promoted to other departments.

The job analysis indicated that all three support positions perform similar tasks in support of the Board in an 'all hands-on deck' effort to adhere to the hearing calendar that dictates when administrative tasks are due. Tasks include:

Board Support Responsibilities:

- Assist appellants in filing Board applications; checking for completeness and accuracy and providing general information about Board procedures, timing and requirements.
- Assemble and process application materials for special uses and variances.
- Refer application materials to Building Inspection for their preparation of denial letters.
- Review all letters of denial for accuracy when completed.
- Prepare transmittal letters to City Plan Commission and various departments and agencies, where applicable, on all Special Uses that require study and reports.
- Provide information to the general public, appellants, other departments and agencies and alderpersons.
- Make sure Board of Zoning Appeals hearings are published and petitioners and interested parties are noticed by mail.
- Assist in monthly hearing preparations, organization of case files, mailing of notices, and preparation of materials for Board of Zoning Appeals Members.

The positions become unique in their work beyond the Board with varying levels of responsibility.

Current	Recommended
Program Assistant I	BOZA Administrative Assistant - Lead
PR 5EN (\$42,137-\$48,611)	PR: 5KN (\$56,876-\$69,950)
FN: Appointment may be at any rate in the pay	FN: Recruitment is at \$58,514
range with the approval of DER.	(1 Position)
(1 Position)	

Note: Residents receive a rate that is 3% higher.

Duties & Responsibilities

Under guidance from department leadership, the BOZA Administrative Assistant - Lead performs higher-level department support functions, serves as a lead worker to office support personnel, reviews the work of others, and provides general input on employee performance to the supervisor.

Board Support

• Assists in completing all Board Support functions

Administrative Support

- Compose and prepare routine correspondence.
- Answer telephone calls, provide information, and accurately handle received information.
- Handles incoming and outgoing mail.

Payroll Administration

- Assist with entering payroll-related data and verifying time entry.
- Assist with onboarding new employees and record staff changes using the human resources information system.

Lead work

- Assume lead responsibility for directing and training clerical staff and/or temporary contract staff.
- Develop manuals and job aids outlining office procedures.
- Serve as the departmental training coordinator.

Minimum qualifications include four years of progressively responsible administrative support experience performing duties closely related to this position. Equivalent combinations of experience and credentials may be considered

Analysis and Recommendation

In reviewing both the job analysis questionnaire and the duties of this position, we recommend a Lead title and a higher rate of pay than the two other support staff members. This position performs higher-level support functions including payroll administration and lead worker duties, providing training, work assignments, and reviewing the work of others.

Current	Recommended
Office Assistant IV	BOZA Administrative Assistant 2
PR 6HN (\$38,578-\$43,555)	PR 6KN (\$40,190-\$47,224)
FN: Recruitment is at \$38,970	FN: Recruitment is at \$40,918
(1 Position)	(1 Position)

Note: Residents receive a rate that is 3% higher.

Duties and Responsibilities

Board Support

- Assists in completing all Board Support functions
- Sort and prepare all historic case files for scanning into digital format while following established indexing procedures.

Administrative Support

- Review all letters of denial for accuracy when completed.
- Composes and prepares routine correspondence.
- Handles incoming and outgoing mail.
- Answers telephone calls, provides information, and accurately handles received information.

Payroll Administration

• Serve as back up to BOZA Administrative Assistant 2 in entering payroll-related data and verifying time entry.

Minimum qualifications include two years of progressively responsible office support experience performing duties closely related to this position. Equivalent combinations of experience and credentials may be considered.

Current	Recommended
Office Assistant III (0.5 FTE)	BOZA Administrative Assistant 1 (1.0 FTE)
PR 6FN (\$32,460-\$39,958)	PR 6IN (\$38,427-\$45,086)
FN: Recruitment is at \$36,119	FN: Recruitment is at \$38,970
(5 Positions)	(1 Position)

Note: Residents receive a rate that is 3% higher.

Duties and Responsibilities

This position organizes and prepares all historic files for scanning into digital format; and assists with various office and administrative duties for the BOZA office including assisting appellants with filing

of BOZA applications, preparing for monthly hearings, and answering questions related to the zoning code and the Board's procedures.

Board Support

Assists in completing all Board Support functions

Administrative Support

- Composes and prepares routine correspondence.
- Handles incoming and outgoing mail.
- Answers telephone calls, provides information, and accurately handles received information.

Minimum gualifications include one year of office support experience performing duties closely related to this position. Equivalent combinations of experience and credentials may be considered.

Market Rates

In conducting a market cost of labor analysis for these titles, rates of pay from the Economic Research Institute (ERI) was considered.

		General	Clerk		
Years of	10th	25th	Survey	75th	90th
Experience	Percentile	Percentile	Mean	Percentile	Percentile
7	\$39,884	\$42,473	\$46,124	\$49,236	\$52,594
6	\$38,931	\$41,452	\$45,021	\$48,060	\$51,339
5	\$37,913	\$40,359	\$43,837	\$46,794	\$49,992
4	\$36,871	\$39,238	\$42,619	\$45,489	\$48,606
3	\$35,808	\$38,096	\$41,374	\$44,153	\$47,184
2	\$34,732	\$36,940	\$40,111	\$42,793	\$45,735
1	\$33,651	\$35,782	\$38,844	\$41,426	\$44,274

. . .

Source: ERI, Data as of April 1st, 2023

The following table provides wage information from ERI for Assistant Clerk in southeastern Wisconsin communities:

Area Name	Area Nama 10th		Mean	75th	90th
Alea Name	Percentile	Percentile	Mean	Percentile	Percentile
Kenosha, Wisconsin	\$36,197	\$38,621	\$42,068	\$44,945	\$48,123
Madison, Wisconsin	\$34,879	\$37,089	\$40,237	\$42,865	\$45,750
Milwaukee, Wisconsin	\$34,865	\$37,136	\$40,393	\$43,136	\$46,178
Racine, Wisconsin	\$34,298	\$36,638	\$39,938	\$42,655	\$45,621
Waukesha, Wisconsin	\$34,965	\$37,246	\$40,523	\$43,289	\$46,360
West Allis, Wisconsin	\$34,978	\$37,257	\$40,534	\$43,302	\$46,374

Source: ERI, as of January 1, 2023

ERI defines a General Clerk as a position that:

- Assists department, performing any combination of clerical duties requiring general knowledge and application of various work methods and procedures that may be complex.
- Types or enters information into computer to prepare correspondence.
- Prepares, issues, and sends out receipts, bills, policies, invoices, statements, and checks. •
- Conducts limited research. •
- Operates various office machines, opens and routes incoming mail, answers correspondence, • and prepares outgoing mail.
- Answers telephones, conveys messages, and runs errands.
- Stamps or numbers forms by hand or machine, and photocopies documents.

Analysis and Recommendation

As the current recruitment rate for these positions falls below the mean survey pay rate for years of experience required, a slight increase for this group of employees is recommended. These positions perform tasks beyond standard office administration that require at least a basic working knowledge of City policies, ordinances, land use regulations, legislation, and zoning codes., etc. As the Office Assistant IV also serves as the back to the Program Assistant I in payroll related duties and also requires one more year of experience for entry, at a rate above the Office Assistant III is recommended.

Action Required – Effective Pay Period 25, 2023 (November 26, 2023) * Please see submitted addendum to CCFN for Salary and Position Ordinance changes.

Prepared by: Sarah Wangcrin
Sarah Wangerin, Human Resources Representative
Reviewed by: Ander Amellula
Andrea Knickerbocker, Human Resources Manager
Reviewed by:
Harper Donahue IV, Employee Relations Director

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Renee Joos Director Employee Benefits

Nicole Fleck Labor Negotiator



Department of Employee Relations

Job Evaluation Report

City Service Commission Meeting: October 24, 2023

Department of Administration-Information and Technology Division

Current	Recommended
ITMD Policy and Administration Manager	ITMD Policy and Administration Manager
PR 1IX: \$78,528 - \$109,938	PR 1NX: \$108,037 - \$151,255
FN: Recruitment is at \$96,345	FN: Recruitment is at \$128,401
(One Position)	(One Position)

Note: Residents receive a rate that is 3% higher.

Background

The Department of Employee Relations is currently conducting a job study of 107 Information Technology titles and related classifications across 17 City departments. The upcoming job evaluation report will recommend reallocating the rates of pay for classifications based upon a comparison to market rates of pay. This report will be submitted late in 2023 or early 2024.

The Department of Administration has requested that this position be studied sooner to ensure the department has the ability to recruit and retain a highly qualified candidate into this vacant position. The analysis and recommendation process included a review of the position's duties and responsibilities, impact and accountability, relationship responsibilities, working conditions, as well as minimum education and experience requirements. This study compared the classification's rate of pay to the cost of labor in Southeastern Wisconsin. Market data was reviewed from ERI, a salary survey to which Employee Relations subscribes, the Bureau of Labor Statistics, as well as salary survey information provided through MRA.

ITMD Policy and Administration Manager Responsibilities and Minimum Requirements

Research, analyze, and make policy recommendations on information technology initiatives and manage administrative activities of the ITMD. Duties include identifying major information and technology issues and trends that currently affect or will affect the City of Milwaukee, preparing annual operating and capital budget requests, providing support and information to division managers on personnel-related, management, and other administrative issues.

Minimum requirements include a bachelor's degree in public policy, public administration, business administration or related field and three years of experience in policy formulation, government budgeting, personnel administration or related area.

Market Data Comparison for Information Technology Manager from ERI

ERI defines an Information Technology Manager as a position that designs, develops, implements and manages an organization's information technology infrastructure, including computer application systems, computer and communication systems, network and related systems. Establishes and maintains information technology policies, procedures and standards.

			25th		75th
Job Title	Geographic Area	Level	Percentile	Survey Mean	Percentile
Information Technology Manager	Milwaukee, Wisconsin	Level 3	\$128,401	\$142,104	\$155,919
Information Technology Manager	Milwaukee, Wisconsin	Level 2	\$109,010	\$120,866	\$132,744
Information Technology Manager	Milwaukee, Wisconsin	Level 1	\$95,242	\$105,773	\$116,290

ERI as of August 14th, 2023

Analysis and Recommendation

Based upon the above comparison to the market rates of pay in Southeastern Wisconsin, the recommendation is to reallocate the ITMD Policy and Administration Manager to Pay Range 1NX: \$108,037 - \$151,255 with a minimum recruitment rate of \$128,401.

Action Required - Effective Pay Period 23, 2023 (October 29, 2023)

* Please see submitted addendum for Salary and Position Ordinance changes

Prepared by:

Andrea Knickerbocker, Human Resources Manager

Reviewed by:

Harper Donahue IV, Employee Relations Director

City of Milwaukee Fiscal Impact Statement

10/25/2023 **Original** Date **File Number** 230776 Substitute А Subject Communication from the Department of Employee Relations regarding the costs of classification reports approved at the City Service Commission on May 23rd, 2023 and October 24th, 2023. Submitted By (Name/Title/Dept./Ext.) Sarah Wangerin/ Human Resources Representative / Employee Relations В This File Increases or decreases previously authorized expenditures. Suspends expenditure authority. Increases or decreases city services. Authorizes a department to administer a program affecting the city's fiscal liability. Increases or decreases revenue. С **Requests an amendment to the salary or positions ordinance.** Authorizes borrowing and related debt service. Authorizes contingent borrowing (authority only). Authorizes the expenditure of funds not authorized in adopted City Budget. Charge To Department Account **Contingent Fund Capital Projects Fund Special Purpose Accounts** D **Debt Service Grant & Aid Accounts**

	Purpose	Specify Type/Use	Expenditure	Revenue
	Salaries/Wages		\$0.00	\$0.00
			\$0.00	\$0.00
	Supplies/Materials		\$0.00	\$0.00
			\$0.00	\$0.00
E	Equipment		\$0.00	\$0.00
			\$0.00	\$0.00
	Services		\$0.00	\$0.00
			\$0.00	\$0.00
	Other		\$0.00	\$0.00
			\$0.00	\$0.00
	TOTALS		\$ 0.00	\$ 0.00

Other (Specify)

F	Assumptions used in arriving at fiscal estimate.	The total cost for 2023 is \$8,333 and the total cost for 2024 is \$108,333. Please see attached spreadsheet for details. Cost breakdown is in attached spreadsheet.
G	For expenditures and revenues which will occur of below and then list each item and dollar amount s 1-3 Years 3-5 Years 1-3 Years 3-5 Years 1-3 Years 3-5 Years 1-3 Years 3-5 Years 1-3 Years 3-5 Years	on an annual basis over several years check the appropriate box separately.
Н	List any costs not included in Sections D and E a	bove
I	Additional information.	
J	This Note 🔲 Was requested by committee c	hair.

City Service Commission Meeting of May 26, 2023 City Service Commission Meeting of October 24, 2023 Finance and Personnel Committee Meeting of October 25, 2023

NEW COSTS FOR 2023													
							CURRENT	NEW					
	Pos.	Dept	From	PR	То	PR	Annual	Annual	EffPl	P Multiplier	Costs	Rollup	Rollup+ Sal
Vacant	1	Board of Zoning Appeals	BOZA Administrative Coord	1CX	BOZA Administrative Manager	1IX	\$53,548	\$93,989	25	2	\$3,111	\$436	\$3,546
	1	Board of Zoning Appeals	Program Assistant I	5EN	BOZA Admin Assistant-Lead	5KN	\$43,401	\$60,269	25	2	\$1,298	\$265	\$1,563
	1	Board of Zoning Appeals	Office Assistant IV	6HN	BOZA Admin Assistant 2	6KN	\$40,539	\$42,146	25	2	\$124	\$25	\$149
Vacant	1	Board of Zoning Appeals	Office Assistant III (0.5 FTE)	6FN	BOZA Admin Assistant 1 (1.0 FTE)	6IN	\$36,119	\$38,970	25	2	\$219	\$45	\$264
Vacant	1	DOA - ITMD	ITMD Policy and Administration Manager	1IX	ITMD Policy and Administration Manager	1NX	\$96,345	\$128,401	25	2	\$2,466	\$345	\$2,811
	5										\$7,217	\$1,116	\$8,333

Assume effective date is Pay Period 25, 2023 (November 26th, 2023) unless otherwise indicated.

NEW COSTS FOR FULL YEAR													
	Pos. Dept From PR To PR Annual Annual EffPP Multiplier							Multiplier	Costs	Rollup	Rollup+ Sal		
Vacant	1	Board of Zoning Appeals	BOZA Administrative Coord	1CX	BOZA Administrative Manager	1IX	\$53,548	\$93,989	1	26	\$40,441	\$5,662	\$46,103
	1	Board of Zoning Appeals	Program Assistant I	5EN	BOZA Admin Assistant-Lead	5KN	\$43,401	\$60,269	1	26	\$16,868	\$3,450	\$20,318
	1	Board of Zoning Appeals	Office Assistant IV	6HN	BOZA Admin Assistant 2	6KN	\$40,539	\$42,146	1	26	\$1,607	\$329	\$1,935
Vacant	1	Board of Zoning Appeals	Office Assistant III (0.5 FTE)	6FN	BOZA Admin Assistant 1 (1.0 FTE)	6IN	\$36,119	\$38,970	1	26	\$2,851	\$583	\$3,434
Vacant	1	DOA - ITMD	ITMD Policy and Administration Manager	1IX	ITMD Policy and Administration Manager	1NX	\$96,345	\$128,401	1	26	\$32,056	\$4,488	\$36,544
-	5										\$93,822	\$14,511	\$108,333

Note: Totals may not be to the exact dollar due to rounding.