



Department of Employee Relations

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Fire and Police Commission
Executive Director

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October 4, 2006

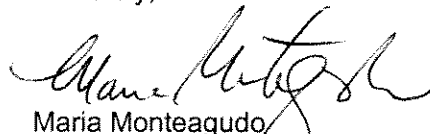
To the Honorable
The Committee on Finance and Personnel
Common Council
City of Milwaukee

Dear Committee Members: Re: Common Council File Number 060707

New classifications of Office Clerk I, Pay Range 400, and Office Clerk II, Pay Range 410 were approved by the City Service Commission on September 26, 2006.

The Job evaluation report covering the above classifications, including the necessary Salary Ordinance amendment, is attached.

Sincerely,



Maria Monteagudo
Employee Relations Director

MM:pb

Attachments: Job Evaluation Report
Fiscal Note

c: Mark Nicolini, Renee Joos, Marianne Walsh, Troy Hamblin, Betty Schraith; Richard Abelson, John English, Kenneth Wischer, Bill Mollenhauer, James Fields (DC 48); Michael Campbell (Local #61); John Whitman (ALEASP); City Departments

JOB EVALUATION REPORT

City Service Commission Meeting Date: September 26, 2006

Recommendation	
New Title:	Office Clerk I
Pay Range 400	\$24,168-\$30,245
New Title:	Office Clerk II
Pay Range 410	\$28,057-\$33,014
Rationale	
<p>This report recommends establishing two new job classifications—that of Office Clerk I and Office Clerk II—running parallel to the currently existing job classifications of Office Assistant I in Pay Range 400 and Office Assistant II in Pay Range 410. Office Clerk I and II will be allocated to the same Pay Ranges as Office Assistant I and II. The concept of the Office Clerk I/ II job classification is that of an office generalist, in distinction to positions concentrating on the creation and production of documents. This is a change in title only and there is no direct fiscal impact associated with wages or wage-driven benefits.</p>	

Action Required

In the Salary Ordinance, under Pay Range 400, add the title "Office Clerk I" and under Pay Range 410, add the title "Office Clerk II."

Background

In 1996 the Department of Employee Relations conducted a comprehensive study of all office support positions in City government. New job classifications were created as a result of that study and individual positions were placed into new job classifications based upon the nature of work and level of work performed. One new job classification that was created was that of Office Assistant I/II which was formed by combining Clerk I/II with Clerk Typist I/II.

The designation "I/II" is used because employees in these job classifications are part of a promotional program which allows them to be hired at the I level and promoted to the II level without competition by virtue of their work experience. This is commonly called "underfilling" a position.

Prior to the study, Clerk Typists were required to pass a written test and type 45 words per minute, which includes an indication of accuracy. The testing process for Clerks did not include a typing test. When the new Office Assistant I/II was created, it was thought that virtually all office support employees would eventually be required to possess keyboarding skills, including document production. The typing requirement consequently remained the same at 45 words per minute and is still in place today.

Since the time of the City-wide office support study, departmental representatives have reported that although some Office Assistants must be able to create and produce narrative documents, and graphics, for many other positions it is more important that employees be able to interact effectively with customers and team members, perform a variety of office duties, and be able to learn basic keyboarding and computer work, such as looking up information and entering data accurately into a computerized database. In many cases these positions are not engaged in creating and producing narrative documents, and although accuracy is important in entering data, the requirement of typing 45 words per minute may no longer be applicable.

Precedent for creating clerical and support job classifications not requiring a specified typing speed may be found in Library Technician I/II in the Milwaukee Public Library and Records Technician I/II in the Employee Retirement System, both of which are allocated respectively to Pay Ranges 400 and 410, like Office Assistant I/II. The duties of these positions require using a computer system and accuracy in entering data, but do not require the ability to type 45 words per minute.

The creation of the new job classifications of Office Clerk I/II will provide a means for departments to fill clerical positions that perform general office work. Positions that are involved in the production of narrative documents and graphics that require software skills will be placed in the Office Assistant I/II classifications. The requirements for the Office Clerk I/II will continue to include a written test but will not require typing at 45 words per minute.

Office Clerks I/II will perform general office work such as providing information to customers via the telephone or in person; processing records; maintaining records; compiling information; copying, collating, and mailing documents; filing; entering data into computer system; looking up information in a computerized system; tabulating information; completing forms; and other related duties. Although Office Clerks I/II may occasionally be required to produce documents, sometime in quantity, this type of work is not intended to be the focus of the job.

It is important to note that the change from Office Assistant I/II to Office Clerk I/II will be made gradually, as vacancies occur. When departments request authority to fill a current position they will request either an Office Assistant I/II or Office Clerk I/II. Based upon the current job description for the position, Employee Relations will help departmental representatives determine the best job classification to meet their needs. At the end of each budget cycle Employee Relations will determine which positions should be designated as Office Clerk I/II and Office Assistant I/II.

Recommendation

Based on the above discussion, we recommend the creation of Office Clerk I in Pay Range 400 and Office Clerk II in Pay Range 410.

Prepared by: 
Laura Sutherland, Human Resources Representative

Reviewed by: 
Maria Monteagudo, Employee Relations Director