



Department of Employee Relations

**John O. Norquist**  
Mayor

**Florence Dukes**  
Director

**David Heard**  
Fire and Police Commission  
Executive Director

**Frank Forbes**  
Labor Negotiator

**Michael Brady**  
Employee Benefits Director

December 12, 2003

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

Dear Committee Members:                      Re: Common Council File Number 030915

The attached report recommends classification and compensation levels for 20 positions in the Department of Employee Relations, Department of Administration and the Health Department for 2004. These recommendations will be submitted to the City Service Commission for consideration on December 16, 2003. We recommend these classifications and pay levels subject to approval by the City Service Commission.

The necessary Salary and Positions Ordinance amendments, are included in the attached report.

Sincerely,

Florence H. Dukes  
Employee Relations Director

FHD:pb

Attachments:    Job Evaluation Reports  
                      Fiscal Note

c: Sally McAttee, Marianne Walsh, Joseph Czarnezki, Jennifer Gonda, Therese Biernat, Joseph Alvarado, Marti Cargile, Jason Stenglein, Stephen Smith, Burma Hudson, Michael Soika, Randolph Gschwind, Gary Langhoff, Thomas Bolton, Hakimah Williams, Francisco Botello, Robert Herzfeld, Nancy Olson, Jacquelyn Block, Marvin Spears, Paul Yehle, Betty Becker, Lynn Bridger, Rose Tolson, Gloria Wingers, Dr. Seth Foldy, Maria Monteagudo, Michelle Stein, John Tranetzki, Mark Zemke, Richard Abelson, Paula Dorsey, John English and John Garland.

**JOB EVALUATION REPORT**

City Service Commission Meeting: December 16, 2003

This report recommends appropriate classifications and compensation levels for 20 positions for 2004. This report contains recommendations for positions in the Department of Employee Relations, DOA-Information & Technology Management Division, DOA-Business Operations Division, and Health Department.

In reviewing these positions, staff analyzed new job descriptions and held discussions with management representatives from affected departments. The following chart summarizes the recommended changes.

**DEPARTMENT OF EMPLOYEE RELATIONS**

<b>Current</b>	<b>Request</b>	<b>Recommendation</b>
Administrative Specialist SG 002 \$34,007-\$47,604 Incumbent: Therese Biernat Current Rate: \$47,604	Management Services Specialist SG 003 \$36,241-\$50,735	Management Services Specialist SG 003 \$36,241-\$50,735 New Rate: \$49,205
Labor Relations Representative SG 007 \$46,785-\$65,496 Incumbent: Joe Alvarado Current Rate: \$65,496	Labor Relations Officer SG 009 \$53,158-\$74,419	Labor Relations Officer SG 009 \$53,158-\$74,419 New Rate: \$67,891
Human Resources Training Specialist SG 007 \$46,785-\$65,496 Incumbent: Marti Cargile Current Rate: \$61,608	Human Resources Recruiting & Training Specialist SG 007 \$46,785-\$65,496	Recruiting and Training Specialist SG 007 \$46,785-\$65,496 New Rate: No Change
Network Coordinator Associate SG 004 \$38,634-\$54,086 Incumbent: Jason Stenglein Current Rate: \$50,873	Employee Relations Specialist SG 005 \$41,182-\$57,658	Human Resources Information Analyst-Senior SG 005 \$41,182-\$57,658 New Rate: \$52,596
Employment Administrator SG 008 \$49,853-\$69,792 Incumbent: Stephen Smith Current Rate: \$69,792	Employment Manager SG 011 \$60,397-\$84,553	Employment Manager SG 011 \$60,397-\$84,553 New Rate: SG 010 underfill \$72,353
Workers Compensation & Safety Manager SG 011 \$60,397-\$84,553 Incumbent: Burma Hudson Current Rate: \$82,001	Workers Compensation & Safety Manager SG 012 \$64,363-\$90,108	Workers Compensation & Safety Manager SG 012 \$64,363-\$90,108 New Rate: \$84,755

**DEPARTMENT OF ADMINISTRATION – INFORMATION AND TECHNOLOGY DIVISION**

<b>Current</b>	<b>Request</b>	<b>Recommendation</b>
Systems Analyst-Senior SG 008 \$49,853-\$69,792 Incumbent: Thomas Bolton Current Rate: \$69,792	Systems Analyst-Project Leader SG 011 \$60,397-\$84,553	Systems Analyst-Project Leader SG 011 \$60,397-\$84,553 New Rate: SG 10 underfill \$72,353
City Web Administrator SG 005 \$41,182-\$57,658 Incumbent: Hakimah Williams Current Rate: \$47,986	Internet Services Coordinator SG 006 \$43,889-\$61,451	Internet Services Coordinator SG 006 \$43,889-\$61,451 New Rate: \$49,600
Programmer II PR 556 \$40,291-\$49,128 Incumbent: Francisco Botello Current Rate: \$47,451	Programmer Analyst PR 598 \$46,352-\$56,300	Programmer Analyst PR 598 \$46,352-\$56,300 New Rate: \$48,131
Systems Analyst-Manager SG 012 \$64,363-\$90,108 Incumbent: Robert Herzfeld Current Rate: \$90,108	Applications Development Manager SG 012 \$64,363-\$90,108	Applications Development Manager SG 012 \$64,363-\$90,108 New Rate: No change
Geographic Information Systems Manager SG 012 \$64,363-\$90,108 Incumbent: Nancy Olson Current Rate: \$79,726	Corporate Information Systems Manager SG 012 \$64,363-\$90,108	Systems Operations Manager SG 012 \$64,363-\$90,108 New Rate: No change
Information Resource Manager SG 011 \$60,397-\$84,553 Incumbent: Gary Langhoff Current Rate: \$84,553	Policy and Administration Manager SG 011 \$60,397-\$84,533	Policy and Administration Manager SG 011 \$60,397-\$84,533 New Rate: No change

**DEPARTMENT OF ADMINISTRATION – BUSINESS OPERATIONS**

<b>Current</b>	<b>Request</b>	<b>Recommendation</b>
Duplicating Technician PR 338 \$30,585-\$33,723 Incumbent: Marvin Spears Current Rate: \$33,723 Incumbent: Daniel Schubring Current Rate: \$33,723	Document Technician PR 338 \$30,585-\$33,723	Document Technician PR 338 \$30,585-\$33,723 Incumbent: Marvin Spears New Rate: No change Incumbent: Daniel Schubring New Rate: No change
Mail Processor PR 424 \$26,191-\$31,360 Incumbent: Paul Yehle Current Rate: \$31,360	Document Technician PR 338 \$30,585-\$33,723	Document Technician PR 338 \$30,585-\$33,723 New Rate: \$31,888
Microfilm Technician II PR 335 \$30,277-\$33,379 Incumbent: Betty Becker Current Rate: \$33,379	Document Technician PR 338 \$30,585-\$33,723	Document Technician PR 338 \$30,585-\$33,723 New Rate: \$33,723
Microfilm Technician I PR 325 \$29,007-\$31,888 Incumbent: Lynn Bridger Current Rate: \$31,888	Document Technician PR 338 \$30,585-\$33,723	Document Technician PR 338 \$30,585-\$33,723 New Rate: \$32,615

*(Chart Continued next page)*

<b>DOA-Business Operations (Continued)</b>		
Microfilm Processor PR 410 \$24,928-\$29,332 Incumbent: Rose Tolson Current Rate: \$29,332	Document Technician PR 338 \$30,585-\$33,723	Document Technician PR 338 \$30,585-\$33,723 New Rate: \$30,585
Computer Assistant I PR 425 \$28,348-\$31,360 Incumbent: Gloria Wingers Current Rate: \$31,360	Document Technician PR 338 \$30,585-\$33,723	Document Technician PR 338 \$30,585-\$33,723 New Rate: \$31,888

**HEALTH DEPARTMENT**

<b>Current</b>	<b>Requested</b>	<b>Recommended</b>
LIS Technical Specialist PR 642 \$38,858-\$47,120 Currently Vacant	Telecommunications Analyst-Associate PR 006 \$43,889-\$61,451	Telecommunications Analyst-Associate PR 006 \$43,889-\$61,451

**Action Required** (Effective Pay Period 1, 2004 – December 21, 2003)

In the 2004 Salary Ordinance:

Under Salary Grade 003, add the title "Human Resources Information Analyst." Under Salary Grade 005, delete the title "City Web Administrator" and add the title "Human Resources Information Analyst-Senior." Under Salary Grade 006, add the title "Internet Services Coordinator." Under Salary Grade 007, delete the title "Human Resources Training Specialist" and add the title "Recruiting and Training Specialist." Under Salary Grade 008, delete the title "Employment Administrator." Under Salary Grade 011, delete the titles "Information Resource Manager" and "Worker's Compensation and Safety Manager" and add the titles "Employment Manager" and "Policy and Administration Manager." Under Salary Grade 012, delete the titles "Geographic Information Systems Manager" and "Systems Analyst-Manager" and add the titles "Applications Development Manager," "Systems Operations Manager" and "Worker's Compensation and Safety Manager." Under Pay Range 338, add the title "Document Technician." Under Pay Range 642, delete the title "Laboratory Information Systems Technical Specialist."

In the 2004 Positions Ordinance:

Under Department of Employee Relations, Administration Division, Business Section, delete one position of Employee Relations Specialist and add one position of Human Resources Information Analyst-Senior. Under Labor Relations Section, delete one position of Labor Relations Analyst-Senior and add one position of Labor Relations Officer and delete the footnote designation "(B)" following the title Labor Relations Officer and delete footnote "(B)" in its entirety. Under Training and Development Services delete one position of Human Resource Training Specialist and add one position of Recruiting and Training Specialist.

Under Department of Administration, Information and Technology Management Division, Citywide Information Systems, delete one position of Corporate Information Systems Manager (Y) and add one position of Systems Operations Manager (Y). Under Infrastructure and Technology Development, delete one position of Systems Analyst-Lead and add one position of Systems Analyst-Project Leader.

Under Health Department, Administration Division, Bioterrorism Grant (Q), delete one position of Laboratory Information Systems Technical Specialist (Q) and add one position of Telecommunications Analyst-Associate (Q).

**DEPARTMENT OF EMPLOYEE RELATIONS**

**Current: Administrative Specialist SG 002**  
**Request: Management Services Specialist SG 003**  
**Recommendation: Management Services Specialist SG 003**

This position is responsible for providing administrative support to the Employee Relations Director and Business Operations Manager in managing the financial operations of the department. The position is a key assistant to the Business Operations Manager in managing the department's \$3.1 million operating budget and over \$90M in special purpose accounts.

Duties include, but are not limited to, creating, updating, and maintaining spreadsheets for financial forecasting or statistical requirements; calculating capitation fees for health care providers; and for preparing wire transfers, accounts payable vouchers, and accounts receivable invoices. The position will have primary responsibility for ProCard and Purchase Requisitions. The position functions as Coordinator for the Flexible Choices Program, the Long Term Disability Program, and the Commuter Value Pass Program, and works as liaison for these programs to the Housing Authority of the City of Milwaukee (HACM), Redevelopment Authority of the City of Milwaukee (RACM), Wisconsin Center District (WCD), Milwaukee Economic Development Corporation (MEDC), DPW-Water Works and DPW-Parking.

The position requires four years of responsible accounting related experience. Advanced business training or a related degree is highly desirable.

Additional duties and responsibilities that have been added to the position include:

- Responsible during the Open Enrollment period for Long Term Disability and Flexible Spending Accounts benefits
- Completion of the OSHA Log Reports in coordination with the Workers Compensation and Safety Manager
- Responsible for monthly accounts receivable reconciliation
- Responsible for running monthly Long Term Disability query and determining eligible employees for enrollment purposes
- Responsible for Request Hold Voucher Report and determining usage for health, dental, Commuter Value Pass, and Long Term Disability programs
- Responsible for crediting Worker's Compensation system for all Medical Reimbursement payments, reimbursement of subrogation, and reimbursement of restitution and cash receipt deposits
- Processing Health and Dental Cash Adjustments
- Responsible for reporting on Open Encumbrance Report
- Responsible for training and travel arrangements for department employees
- Responsible for creating requisitions for department contracts and maintaining files
- Assists Network Coordinator Associate with placement of orders for equipment/software.

The position will indirectly supervise three clerical support employees in the areas of payroll processing and in customer contact through the department's front desk. The position provides guidance and recommendations to other employees on work processes in the areas of voucher process and creation of spreadsheet for statistical data.

The addition of higher-level fiscal responsibility, reporting requirements to the State of Wisconsin, and benefit administration duties warrant a reclassification of this position to a higher

level. We therefore recommend this position be reclassified to Management Services Specialist in SG 003.

An assessment of this position according to the job evaluation factors is as follows:

	<u>Level</u>	<u>Points</u>
Impact & Accountability	2	52
Knowledge & Skill	3	49
Relationships Responsibility	4	26
Working Conditions	1	<u>5</u>
Total Points		132

Salary Grade 003 points: 132-151

<b>Current:</b>	<b>Labor Relations Representative</b>	<b>SG 007</b>
<b>Request:</b>	<b>Labor Relations Officer</b>	<b>SG 009</b>
<b>Recommendation:</b>	<b>Labor Relations Officer</b>	<b>SG 009</b>

This position assists the Chief City Labor Negotiator in conducting the City's labor relations activities, especially those of a difficult and responsible technical nature, involving the City's largest, pattern-setting unions using a high degree of independent judgment.

Due to further reorganization and cuts within the Department of Employee Relations, in 2004 the City's Labor Relations Section will consist of four positions. Currently these include the Labor Negotiator (SG 014), a Labor Relations Officer (SG 009), a Labor Relations Representative (SG 007) and a Program Assistant I (PR 460). The position of Labor Relations Analyst-Senior (SG 005) has been eliminated with the 2004 budget. The Labor Relations Officer (SG 009) serves as the lead for the General City employee unions, and the Labor Relations Representative (SG 007) as the lead for the Protective Services employee unions.

Prior to the department's 'service team' structure (1997-2002), the Labor Relations Section included two positions of Labor Relations Officer in SG 009. One position served as lead for the General City employee unions and one served as the lead for the Protective Services employee unions. When the department transitioned to the 'service team' structure in 1997, one position of Labor Relations Officer in SG 009 was eliminated and negotiating responsibilities shared among the teams.

With the elimination of the 'service team' structure in the department, the Labor Relations Section has returned to the paradigm of two lead negotiators with equal levels of responsibility. For this reason, it would be appropriate for the positions to be classified at the same level. We therefore recommend the position of Labor Relation Representative be reclassified to Labor Relations Officer in SG 009.

An assessment of this position according to the job evaluation factors is as follows:

	<u>Level</u>	<u>Points</u>
Impact & Accountability	9	138
Knowledge & Skill	8	111
Relationships Responsibility	8	55
Working Conditions	1	<u>5</u>
Total Points		309

Salary Grade 009 points: 306-351

**Current:** Human Resources Training Specialist SG 007  
**Request:** Human Resources Recruiting and Training Specialist SG 007  
**Recommendation:** Recruiting and Training Specialist SG 007

Historically, the basic function of this position has been to enhance organizational effectiveness by providing a wide range of training programs for City of Milwaukee employees. This includes assessing training needs and designing, scheduling, coordinating, and delivering courses for City of Milwaukee employees.

With the merger of the Department of Employee Relations and the Fire & Police Commission, this position has taken on responsibility for recruitment programs. The duties of the position will now be dedicated to approximately 50% training responsibilities and 50% recruitment responsibilities.

The function of the position related to recruitment will be to manage, coordinate, and administer Fire and Police department recruitment programs with special emphasis on recruiting minorities and women. The incumbent will oversee a comprehensive recruitment effort for all positions throughout the City of Milwaukee.

Since this position will have two major functions, a title change is requested to reflect these changes. We therefore recommend the title of Recruiting and Training Specialist with no change in salary grade.

An assessment of this position according to the job evaluation factors is as follows:

	<u>Level</u>	<u>Points</u>
Impact & Accountability	7	104
Knowledge & Skill	7	94
Relationships Responsibility	7	46
Working Conditions	1	<u>5</u>
Total Points		249

Salary Grade 007 points: 231-265

**Current:** Network Coordinator Associate SG 004  
**Request:** Employee Relations Specialist SG 005  
**Recommendation:** Human Resources Information Analyst-Senior SG 005

Historically, the primary responsibility for this position in the department has been network administration duties including managing the department's local area network and other information systems; functioning as the department's resource on systems and data management; assisting in implementing non-health insurance benefits and pay plans, and developing and maintaining the department's web page.

Changes to this position include the addition of human resources duties in the areas of Staffing, Compensation and Organizational Development. The incumbent will in essence be performing human resource 'generalist' duties in addition to network administration duties. In this human resources 'generalist' capacity, the incumbent will perform Staffing duties including recruitment and test development, Compensation duties including studying jobs for proper classification, and Organizational Development including conducting new employee orientation.

The position requires a Bachelors degree in Business Administration, Information Systems, Personnel Management, Public Administration, or a related field.

With the addition of these 'generalist' duties, the position will be working both as a journey level human resources analyst and as a Network Coordinator Associate. For these reasons, we recommend the position be reclassified to a Human Resources Information Analyst-Senior in Salary Grade 005.

An assessment of this position according to the job evaluation factors is as follows:

	<u>Level</u>	<u>Points</u>
Impact & Accountability	6	91
Knowledge & Skill	5	68
Relationships Responsibility	5	32
Working Conditions	1	<u>5</u>
	Total Points	196

Salary Grade 005 points: 175-200

<b>Current:</b>	<b>Employment Administrator</b>	<b>SG 008</b>
<b>Request:</b>	<b>Employment Manager</b>	<b>SG 011</b>
<b>Recommendation:</b>	<b>Employment Manager</b>	<b>SG 011</b>

This position will be responsible for managing staff and processes associated with recruiting, selecting, maintaining, and retaining a productive and diverse workforce. Services are provided to all City departments, including Fire and Police, as well as the classified positions at the Milwaukee Public Schools.

In 2004, the staffing function of the Department of Employee Relations is merging with the staffing function of the Fire & Police Commission. Previous to this reorganization, the Employment Administrator (SG 008) had been responsible for staffing functions for general City departments and for the Milwaukee Public Schools. The Staffing function for the Fire and Police departments had been handled by the Fire & Police Commission under the direction of the position of Exam Supervisor-Fire & Police (SG 009).

This position of Employment Manager will be taking on, in a broader scope, responsibility for managing staff and employment-related functions, planning and implementing custom-designed recruitment strategies, managing employee selection and testing processes that include conducting job analysis studies according to professional standards, developing fair, job-related tests according to professional testing standards, legal requirements and court cases, scoring tests in a fair, accurate and efficient manner, and monitoring efforts to eliminate the adverse impact of the selection process against minorities and women and efforts to advocate and encourage diversity and equal employment opportunity.

The merger of the two staffing functions and the related increase in responsibility increase the impact and accountability of the position and a change in classification is warranted. We therefore recommend the position be reclassified to Employment Manager in Salary Grade 011.

An assessment of this position according to the job evaluation factors is as follows:



	<u>Level</u>	<u>Points</u>
Impact & Accountability	13	241
Knowledge & Skill	9	130
Relationships Responsibility	10	80
Working Conditions	1	<u>5</u>
Total Points		456

Salary Grade 011 points: 405-465

**Current:** Worker's Compensation and Safety Manager SG 011  
**Request:** Worker's Compensation and Safety Manager SG 012  
**Recommendation:** Worker's Compensation and Safety Manager SG 012

This position is responsible for managing day-to-day operations of the City of Milwaukee's Worker's Compensations Benefits Program and Citywide Safety Program ensuring compliance with the Department of Workforce Development.

The position requires a Bachelors Degree and 5 years of experience supervising claims management. Must have a broad understanding of the Worker's Compensation Law and related employment laws such as the Americans with Disabilities Act (ADA), Family Medical leave Act (FMLA) and Labor contracts. Must have knowledge of Department of Workforce Development (DWD) Safety Regulations and the Occupational Safety and Health Act (OSHA).

The scope of the City's Worker's Compensation operation includes 7,636 City employees, as well as all employees of the Milwaukee Public School System, who number approximately 15,000. No other section or division of DER, and for the most part, the entire City of Milwaukee deals with as many different departments and separate hiring authorities, or the sheer volume of employees as the Worker's Compensation and Safety Section.

In 2002, the Worker's Compensation Section processed 5113 claims. Expenses paid out for claims during 2002 totaled \$10,685,153. Milwaukee Public Schools generate 38% of these claims. The section consequently handles a large volume of correspondence from physicians, employees, management, as well as bills, medical evaluations, reports from departments, and related information. The section includes a staff of 18 employees.

In January of 2003, due to the elimination of the Occupational Health Program from the Health Department, DER took on responsibility for contract compliance and assistance in the coordination of pre-employment medical assessments for new employees. This position is also now responsible for coordinating with medical providers, within the terms of the contract for the City of Milwaukee Pre-employment medical assessments and fitness-for-duty assessments for current employees. Within this scope the position is also responsible for Office Ergonomic Assessments, the research of occupational issues, and providing guidance to City departments.

In 2004, this position will be developing and implementing a system for reporting Unemployment Compensation wages and other employment data to the State of Wisconsin that is consistent with data related to Worker's Compensation claims processing. Inconsistency in data reported to the State of Wisconsin creates a financial liability to the City. This position will also serve as backup up regarding unemployment matters.

The Worker's Compensation & Safety Manager manages all of the day-to-day operations of the Section quite independently. Other than issues involving large policy matters, this position determines work priorities and procedures, and manages the staff of 18 employees.

Within the Department of Employee Relations, the impact and accountability of this position is on a level with the position of Human Resources Manager within the Operations Division. The relatively large scope of responsibility exercised by the Worker's Compensation & Safety Manager in terms of monetary impact (over \$10.6M per year in Workers Compensation claims), scope of operations, and staff supervised merit an upward reclassification of this position. Based upon this assessment of impact and accountability, we recommend that this position be reallocated to Worker's Compensation and Safety Manager in Salary Grade 012.

An assessment of this position according to the job evaluation factors is as follows:

	<u>Level</u>	<u>Points</u>
Impact & Accountability	11	182
Knowledge & Skill	12	213
Relationships Responsibility	11	97
Working Conditions	1	<u>5</u>
Total Points		497

Salary Grade 012 points: 466-534

#### **DEPARTMENT OF ADMINISTRATION – INFORMATION AND TECHNOLOGY MANAGEMENT DIVISION**

As part of the Department of Administration (DOA) reorganization the six existing sections within the Information and Technology Management (ITMD) Division will be eliminated and three new sections called Policy and Administration, Citywide Information Systems, and Infrastructure and Technology Development will be created. The following positions are recommended for classification and/or title changes.

<b>Current:</b>	<b>Systems Analyst – Senior</b>	<b>SG 008</b>
<b>Request:</b>	<b>Systems Analyst – Project Leader</b>	<b>SG 011</b>
<b>Recommended:</b>	<b>Systems Analyst – Project Leader</b>	<b>SG 011</b>

The basic function of one position of Systems Analyst – Senior is to manage and participate in the development and implementation of computer-based projects primarily related to the City's financial and human resource systems. These projects vary in size and complexity and require this position to assess methods and resources needed and manage the projects until they are successfully completed.

This position requires a Bachelor's Degree in Information Management or related field and five or more years of experience as a Systems Analyst. This position also requires skill and experience with office automation tools, project planning software and document assistance software such as MS Office, MS Project and Visio. Equivalent combinations of education and experience may also be considered.

This position has taken on some additional duties and the area of responsibility has expanded from primarily human resources to human resources and financials. This position is performing duties and responsibilities similar to other positions in the Systems Analyst – Project Leader classification in Salary Grade 11. These changes have resulted in a higher level of

Impact and Accountability, Knowledge and Skills, and Relationships Responsibility so that the management job evaluation factors should be as follows:

	<u>Level</u>	<u>Points</u>
Impact and Accountability	11	182
Knowledge and Skills	11	181
Reporting Relationships	08	55
Working Conditions	01	<u>05</u>
TOTAL		423

Salary Grade 11: 405-465

We therefore agree with the Department's request to reclassify this position to Systems Analyst – Project Leader in Salary Grade 11 which reflects the higher level of duties and responsibilities.

<b>Current:</b>	<b>City Web Administrator</b>	<b>SG 005</b>
<b>Request:</b>	<b>Internet Services Coordinator</b>	<b>SG 006</b>
<b>Recommended:</b>	<b>Internet Services Coordinator</b>	<b>SG 006</b>

The basic function of this position is to maintain a consistent, professional, and informative web presence for the City of Milwaukee via the contents presented on the City's internet and intranet web sites ([www.milwaukee.gov](http://www.milwaukee.gov) and MINT). Duties include formulating, creating, disseminating, promoting and enforcing web page design and content standards and policies, designing and constructing web pages/sites, and responding to Web help questions and comments.

This position requires a Bachelor's Degree in Computer Science, Information Technology, Business or related field and two years of experience working with programs used to produce web pages. This position also requires skill in web page design, public relations, and problem solving and analysis. This position also requires an ability to communicate effectively with personnel within city government as well as the public users of the system. Equivalent combinations of education and experience may also be considered.

This position previously worked more independently and focused primarily on managing and administering the City of Milwaukee's home page on the world wide web. The position is now working more closely with departments to coordinate the information they put on the world wide web and enforcing web page design and content standards and policies. The position is also more involved with designing and constructing web pages/sites. These changes have resulted in a higher level of Knowledge and Skills and Relationships Responsibility so that the management job evaluation factors should be as follows:

	<u>Level</u>	<u>Points</u>
Impact and Accountability	05	79
Knowledge and Skills	06	80
Reporting Relationships	07	46
Working Conditions	01	<u>05</u>
TOTAL		210

Salary Grade 6: 201-230

The requested title of Internet Services Coordinator reflects well the focus of this position. We therefore agree with the Department's request to reclassify this position to Internet Services Coordinator in Salary Grade 6.

<b>Current:</b>	<b>Programmer II</b>	<b>PR 556</b>
<b>Request:</b>	<b>Programmer Analyst</b>	<b>PR 598</b>
<b>Recommended:</b>	<b>Programmer Analyst</b>	<b>PR 598</b>

The basic function of this position is to perform ITMD project assignments as directed by the Systems Analyst-Senior, Systems Analyst-Project Leader and Systems Analyst-Manager. Responsibilities include furnishing programming and systems analysis capabilities, maintenance of customer relations, and ensuring that quality assurance, systems and programming and related standards are followed.

This position requires a Bachelor's Degree in Information Sciences or related field and experience with computer languages, office automation tools, and software such as Visio, MS Project and S-Designer. Two years of systems analysis and/or programming experience is preferred. Equivalent combinations of education and experience may also be considered.

This position previously performed duties consistent with that of a Programmer II which generally consists of creating, testing and documenting computer programs, scripts, job control statements and procedures. The position is now involved with detailed design and programming as well as creating detailed graphical and non-graphical program and system documentation. The duties and responsibilities are now more consistent with the work of a Programmer Analyst classification. We agree with this requested change and recommend that this position be reclassified to Programmer Analyst in Pay Range 598.

<b>Current:</b>	<b>Systems Analyst-Manager</b>	<b>SG 012</b>
<b>Request:</b>	<b>Applications Development Manager</b>	<b>SG 012</b>
<b>Recommended:</b>	<b>Applications Development Manager</b>	<b>SG 012</b>

The basic function of this position is to direct the development of citywide software applications and manage the software engineering function in developing, releasing, and maintaining software applications. The position is responsible for the E-Government Web applications and legacy computer applications software development and the design, architecture, tools, and methodologies for E-Government development on an enterprise level. This position is one of two supervisors for the Citywide Information Systems Section.

This position requires a Bachelor's degree in Computer Science, Mathematics, Business, or a related field with an emphasis on Information Systems and Information Technologies and five years of experience in the area of Information Technology. Other requirements include extensive experience specifically in Information Systems Development. Equivalent combinations of education and experience may also be considered.

The requested title of Applications Development Manager accurately reflects the main focus of this position and distinguishes it from other management positions. The level of the management job evaluation factors should remain as follows:

	<u>Level</u>	<u>Points</u>
Impact and Accountability	12	209
Knowledge and Skills	12	213
Reporting Relationships	09	67
Working Conditions	01	<u>05</u>
TOTAL		494

Salary Grade 12: 466-534

We therefore agree with the requested title of Applications Development Manager in Salary Grade 12.

<b>Current:</b>	<b>Geographic Information Systems Mgr</b>	<b>SG 012</b>
<b>Request:</b>	<b>Corporate Information Systems Mgr</b>	<b>SG 012</b>
<b>Recommended:</b>	<b>Systems Operations Manager</b>	<b>SG 012</b>

The basic function of this position is to be responsible for the management, development, operation and support of the Citywide data systems, including Geographic Information Systems. The position is responsible for monitoring, scheduling and prioritizing development activities and individual projects; and working closely with customers, keeping them informed and following up on issues and concerns. This position is the other one of two supervisors for the Citywide Information Systems Section.

This position requires a Bachelor's Degree in Geography/Cartography specializing in Geographic Information Systems or a closely related field and three years of experience in technical systems management. Other requirements include strong marketing skills as well as written, oral and interpersonal communication skills. Equivalent combinations of education and experience may also be considered.

The current title of Geographic Information Systems Manager is no longer appropriate since the position is responsible for more than just Geographic Information Systems. The requested title of Corporate Information Systems Manager implies a private sector connection to the job. The title of Systems Operations Manager avoids this and better reflects the wider focus of this position. The level of the management job evaluation factors should remain as follows:

	<u>Level</u>	<u>Points</u>
Impact and Accountability	12	209
Knowledge and Skills	12	213
Reporting Relationships	09	67
Working Conditions	01	<u>05</u>
TOTAL		494

Salary Grade 12: 466-534

We therefore recommend the title of Systems Operations Manager in Salary Grade 12.

<b>Current:</b>	<b>Information Resource Manager</b>	<b>SG 011</b>
<b>Request:</b>	<b>Policy and Administration Manager</b>	<b>SG 011</b>
<b>Recommended:</b>	<b>Policy and Administration Manager</b>	<b>SG 011</b>

The basic function of this position is to 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 and supporting and coordinating the activities of the Milwaukee Information Policy Committee.

This position requires 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. Other requirements include a knowledge of issues affecting the collection, storage, maintenance, management and distribution of electronic information; knowledge of organizational structure, legislative process, civil service regulations, budgeting and funding policies of Milwaukee city government; and an ability to manage and perform long and short term planning. Equivalent combinations of education and experience may also be considered.

The focus of this position continues to be on citywide policies for information technology but now also includes administration for ITMD. The requested title of Policy and Administration Manager better reflects these two areas of work. The level of the management job evaluation factors should remain as follows:

	<u>Level</u>	<u>Points</u>
Impact and Accountability	12	209
Knowledge and Skills	10	154
Reporting Relationships	10	80
Working Conditions	01	<u>05</u>
TOTAL		448

Salary Grade 11: 405-465

We therefore agree with the requested title of Policy and Administration Manager in Salary Grade 11.

#### **DEPARTMENT OF ADMINISTRATION – BUSINESS OPERATIONS DIVISION**

Under the DOA reorganization the Printing and Records Section of the Business Operations Division will be eliminated and a new section called Document Services will be created. This new section will combine the three areas of Reproduction, Mail Delivery, and Microfilm and Records Storage into one. The employees in the section will be cross trained so that they all can perform all of the duties. This will make the section more flexible and better able to adapt to the reduction in copying and printing work and the increase in both volume and technology in records management and storage. The department eliminated three vacant nonmanagement positions and wishes to reclassify the remaining seven nonmanagement positions into one title.

<b>Current:</b>	<b>Duplicating Technician (2 positions)</b>	<b>PR 338</b>
	<b>Mail Processor</b>	<b>PR 424</b>
	<b>Microfilm Technician II</b>	<b>PR 335</b>
	<b>Microfilm Technician I</b>	<b>PR 325</b>
	<b>Microfilm Processor</b>	<b>PR 410</b>
	<b>Computer Assistant I</b>	<b>PR 425</b>
<b>Request:</b>	<b>Document Technician (7 positions)</b>	<b>PR 338</b>
<b>Recommended:</b>	<b>Document Technician (7 positions)</b>	<b>PR 338</b>

The basic function of these positions will be to perform the basic duties and responsibilities of the Document Services Center including document preservation, record retrieval/customer service, record storage/disposal, computer system data maintenance, mail services, paper inventory and distribution, and offset printing. All technicians will be assigned to primary and secondary service areas on an as needed basis. While not all technicians will be assigned primary duties in all areas, all technicians will be trained to assist in all areas.

Requirements for this position include an ability to lift, carry, and haul boxed paper and/or records weighing approximately 50 pounds or more; an ability to do repetitive physical work while standing, sitting, walking or climbing ladders for extended periods of time; skill in basic computer keyboarding; and ability to exercise discretion and work with documents of a confidential nature.

The requested title of Document Technician reflects well the focus of these positions. The requested pay range includes the title of Inventory Assistant II. The basic function of the Inventory Assistant II positions is to receive and disburse materials, supplies, and equipment. The work includes physical work and operation of material handling equipment as well as paper and computer data entry transactions. The work is similar in nature to the positions under study and the pay range appears appropriate. All of the current employees will either transfer or be promoted into the new positions depending on their current title and pay range. We agree with the Department's request for seven positions of Document Technician in Pay Range 338.

### HEALTH DEPARTMENT

<b>Current:</b>	<b>LIS Technical Specialist</b>	<b>PR 642</b>
<b>Requested:</b>	<b>Telecommunications (or Systems) Analyst-Associate</b>	<b>SG 006</b>
<b>Recommended:</b>	<b>Telecommunications Analyst-Associate</b>	<b>SG 006</b>

The basic function of this grant-funded position is to be responsible for establishing the technical infrastructure that will enable the secure electronic exchange and maintenance of data relating to communicable diseases and bioterrorism preparedness activities.

Based on the job description provided by the department, the position requires a Bachelor's degree in computer science, information science, management information systems, or related field and at least three years of experience related to computer systems and technologies. This includes experience in system design and analysis, using technology to communicate and transfer electronic data, and developing Internet and intranet applications. In addition, the position requires significant skills in the following areas: Microsoft, UNIX, and Linux operating systems, data base systems such as Oracle, SQL and Microsoft Access, problem solving and analytical skills, interpersonal skills, accuracy, ability to work with minimal supervision and ability to function as part of a team.

This information technology position will support activities in both Disease Control and Prevention Services and Laboratories and will be supervised by the department's Network Administrator. This new grant-funded position was originally classified in May, 2003 as Laboratory Information Systems (LIS) Technical Specialist, however the focus of the position changed before it was filled. Originally, the position was primarily laboratory oriented and required a degree in Microbiology. The position was intended to perform LIS system maintenance, project oversight, and data access. A broader information technology emphasis is now needed to set up the systems infrastructure necessary to communicate and transfer a variety of electronic data relating to bioterrorism and communicable diseases. LIS represents a component of the infrastructure this position will be responsible for, but not its entire focus.

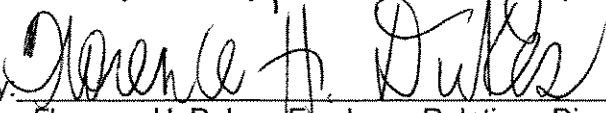
The department has requested that this position be classified as either a Telecommunications Analyst-Associate or Systems Analyst-Associate in SG 006. The Telecommunications Analyst Series is intended to include technical jobs devoted to the design, installation, operation and maintenance of complex telecommunications and connected information systems. This definition captures the main function of this position, i.e., to design structures allowing the secure transmission of data between the Health Department and hospitals, clinics, and other health-related organizations and providers. The Associate level is considered the "fully experienced" level of this series. Since this position is expected to function immediately with a high degree of independence and to possess all of the necessary skills upon entry, this level is appropriate. In addition, the duties and requirements of this position appear consistent with other information technology positions at this level.

We therefore recommend that this position be reclassified to Telecommunications Analyst-Associate in Salary Grade 006.

Prepared by:   
Andrea Knickerbocker, Human Resources Manager

  
Sarah Trotter, Human Resources Representative

  
Timothy J. Keeley, Human Resources Representative

Reviewed by:   
Florence H. Dukes, Employee Relations Director



**CITY OF MILWAUKEE FISCAL NOTE**

A) Date: December 12, 2003

File Number: 030915  
 Orig Fiscal Note  Substitute

Subject: Classification and pay levels approved by the City Service Commission on December 16, 2003.

Submitted By (name/title/dept/ext.): Sarah Trotter, Human Resources Representative/Dept. of Employee Relations/ X2398

C) Check One:  Adoption of this file authorizes expenditures  
 Adoption of this file does not authorize expenditures; further Common Council action needed. List anticipated costs in Section G below.  
 Not applicable / no fiscal impact.

D) Charge to:  Departmental Account (DA)  Contingent Fund (CF)  
 Capital Projects Fund (CPF)  Special Purpose Accounts (SPA)  
 Perm. Improvement Funds (PIF)  Grant & Aid Accounts (G & AA)  
 Other (Specify)

E) Purpose	Specify Type/Use	Account	Expenditure	Revenue	Savings
Salaries/Wages:	Classification and pay levels approved for 2004 for 20 positions in Employee Relations. DOA-Information & Technology Mgmt. Div., DOA-Business Operations and the Health Department.  <i>(See attached spreadsheet for details)</i>		<i>(See attached spreadsheet)</i>		
Supplies:					
Materials:					
New Equip:					
Equip Repair:					
Rollups (.2045):					
<b>Totals</b>					

F) For expenditures and revenues which will occur on an **annual** basis over several years check the appropriate box below and then list each item and dollar amount **separately**.

<input type="checkbox"/> 1-3 Years	<input type="checkbox"/> 3-5 Years	
<input type="checkbox"/> 1-3 Years	<input type="checkbox"/> 3-5 Years	
<input type="checkbox"/> 1-3 Years	<input type="checkbox"/> 3-5 Years	

G) List any anticipated future costs this project will require for completion:

H) Computations used in arriving at fiscal estimate:  
*(See attached spreadsheet for details)*

Please list any comments on reverse side or attachment and check here  *(See attached)*

Department of Employee Relations

Fiscal Note Spreadsheet

Finance & Personnel Committee Meeting of December 17, 2003  
 City Service Commission Meeting of December 16, 2003

NEW COST FOR 2004											
No.	Dept	From	PR/SG	To	PR/SG	Present Annual	New Annual	New Cost	Rollup	Rollup+ Sal	Total
1	Employee Relations	Administrative Specialist	2	Management Services Specialist	3	N/A	N/A	Position included in 2004 budget			
1	Employee Relations	Labor Relations Representative	7	Labor Relations Officer	9	N/A	N/A	Position included in 2004 budget			
1	Employee Relations	Human Resources Training Spec	7	Recruiting & Training Specialist	7	N/A	N/A	Position included in 2004 budget			
1	Employee Relations	Network Coordinator Assoc	4	Human Resources Info Analyst-Sr	5	N/A	N/A	Position included in 2004 budget			
1	Employee Relations	Employment Administrator	8	Employment Manager	11	N/A	N/A	Position included in 2004 budget			
1	Employee Relations	Worker's Comp & Safety Mgr	11	Worker's Comp & Safety Mgr	12	N/A	N/A	Position included in 2004 budget			
1	Administration	Systems Analyst-Senior	8	Systems Analyst-Project Leader	11	N/A	N/A	Position included in 2004 budget			
1	Administration	City Web Administrator	5	Internet Services Coordinator	6	N/A	N/A	Position included in 2004 budget			
1	Administration	Programmer II	556	Programmer Analyst	598	N/A	N/A	Position included in 2004 budget			
1	Administration	Systems Analyst-Manager	12	Applications Development Manager	12	N/A	N/A	Position included in 2004 budget			
1	Administration	Geographic Info Systems Mgr	12	Systems Operations Manager	12	N/A	N/A	Position included in 2004 budget			
1	Administration	Information Resource Mgr	11	Policy & Administration Mgr	11	N/A	N/A	Position included in 2004 budget			
2	Administration	Duplicating Technician	338	Document Technician	338	N/A	N/A	Position included in 2004 budget			
1	Administration	Mail Processor	424	Document Technician	338	N/A	N/A	Position included in 2004 budget			
1	Administration	Microfilm Technician II	335	Document Technician	338	N/A	N/A	Position included in 2004 budget			
1	Administration	Microfilm Technician I	325	Document Technician	338	N/A	N/A	Position included in 2004 budget			
1	Administration	Microfilm Processor	410	Document Technician	338	N/A	N/A	Position included in 2004 budget			
1	Administration	Computer Assistant I	425	Document Technician	338	N/A	N/A	Position included in 2004 budget			
1	Health	LIS Technical Specialist	642	Telecommunications Analyst-Assoc	6	N/A	N/A	Position included in 2004 budget			
20								\$0		\$0	\$0

Assume all changes are effective Pay Period 1 (December 21, 2003)

PROJECTED NEW COST FOR FULL YEAR

Same as above