



Department of Employee Relations

February 22, 2013

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Deborah Ford
Labor Negotiator

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

Dear Committee Members: Re: Common Council File Number 121232

The following classification and pay recommendations will be submitted to the City Service Commission on **February 26, 2013**. We recommend these changes subject to approval by the City Service Commission.

In the Department of City Development, one new position is recommended for classification to Real Estate Coordinator II, PR 2DN.

The following classification and pay recommendations were approved by the City Service Commission on **February 8, 2013**.

In the Assessor's Office, one position of Property Assessment Technician, PR 3GN was recommended for reclassification to Property Systems Administrator, PR 2IX.

In the Treasurer's Office, one position of Program Assistant II, PR 5FN was recommended for reclassification to Program Assistant III, PR 5IN.

In the Department of City Development, one new position was recommended for classification as Redevelopment & Special Projects Manager, PR 1IX.

In the DPW – Operations Division, one new position was recommended for classification as Program Assistant II, PR 5FN.

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

Sincerely,

Maria Monteagudo
Employee Relations Director

MM:fcw

Attachments: 2 Job Evaluation Reports
Fiscal Note

C: Mark Nicolini, James Carroll, Deborah Ford, Nicole Fleck, Victoria Robertson, Richard Marcoux, Martha Brown, Judy Allen, Mary Reavey, David Fortney, Amy Stenglein, Spencer Coggs, James Klajbor, Ghassan Korban, Preston Cole, and Paul Klajbor



JOB EVALUATION REPORT

City Service Commission Meeting Date: February 26, 2013
Department: City Development

Current	Request	Recommendation
New Position	Real Estate Analyst PR 2EN (\$44,194 - \$61,871)	Real Estate Coordinator II PR 2DN (\$41,458 - \$58,037) Recruitment rate of \$45,210 Underfill Title of Real Estate Coordinator I PR 2BN (\$36,507 - \$51,106) Recruitment rate of \$43,909

ACTION REQUIRED – Effective Pay Period 6, 2013 (March 3, 2013)

In the Salary Ordinance, under Pay Range 2BN, delete the title “Real Estate Specialist I (2)” and add the title “Real Estate Coordinator I (2)”; under Pay Range 2DN, delete the title “Real Estate Specialist II (21)” and add the title Real Estate Coordinator II (21)”.

In the Positions Ordinance, under Department of City Development, Real Estate and Development, delete one position of “Real Estate Analyst” and add one position of “Real Estate Coordinator II”.

Current:	New Position	
Request:	Real Estate Analyst	PR 2EN
Recommendation:	Real Estate Coordinator II	PR 2DN

The basic function of this new position is to inventory and dispose of tax foreclosed property and handle a variety of other general real estate duties. Duties and responsibilities include the following:

- 80% Provide administrative management of tax foreclosed properties, inspect and inventory properties, establish value of property by analyzing market transactions for use in the review process, coordinate intra-departmental reviews, present conclusions and recommendations for methods of disposition, prepare correspondence and appropriate resolutions, prepare marketing plans and advertisements, schedule and conduct property showings, prepare for and conduct closings, respond to public inquiries verbally and in writing, and prepare reports and general business correspondence.
- 10% Monitor sale transactions to enforce code compliance requirements and special conditions.
- 5% Appear before legislative committees and regulatory boards and commissions.
- 5% Establish and maintain relationships with other City department and neighborhood based agencies to expedite property and perform other duties as assigned.

Requirements include a Bachelor’s Degree in Marketing, Real Estate, Business Administration, or closely related field and three years of progressively responsible

professional work experience in acquiring and/or disposing of real property. A Real Estate Broker's License or property appraisal experience is highly desirable. Equivalent combinations of education and experience may also be considered.

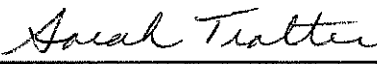
The classification of Real Estate Analyst-Senior in Salary Grade 2EN (SG 04) was originally created in 1990 for two similar positions. One of the positions had the basic function of being primarily responsible for the inventorying and disposition of tax foreclosed property; and performing other general real estate functions such as assisting with an automated information management system, responding to public inquiries, preparing reports, and performing environmental audits. At that time a Real Estate Analyst classification in Salary Grade 02 was also created as an underfill classification.

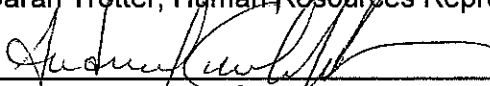
In 2005 these two positions were reclassified to Real Estate Specialist II in Pay Range 546 as part of the report related to the Unit Clarification Petition with the DC48 AFSCME Union. An underfill classification of Real Estate Specialist I in Pay Range 540 was also created. In 2012 the Salary Ordinance was changed, the number of pay ranges were reduced, and these two classifications were put into the following pay ranges

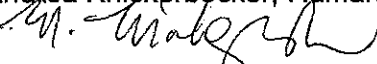
Real Estate Specialist I	PR 2BN (\$36,507 - \$51,106) Recruitment rate of \$43,909
Real Estate Specialist II	PR 2DN (\$41,458 - \$58,037) Recruitment rate of \$45,210

Based on the similarity of duties and responsibilities related to the inventorying and disposition of tax foreclosed properties we recommend that this new position be classified at the level of Real Estate Specialist II listed above. The Department would have the option to use the underfill classification if appropriate. We further recommend that the current titles of Real Estate Specialist I and Real Estate Specialist II be changed to Real Estate Coordinator I and Real Estate Coordinator II to avoid confusion with the higher level classification of Real Estate Specialist in 2GX (\$50,206 - \$70,295) (SG 06). There currently are no incumbents in the titles of Real Estate Specialist I and Real Estate Specialist II.

We therefore recommend that this new position be classified as Real Estate Coordinator II in Pay Range 2DN (\$41,458 - \$58,037) with a recruitment rate of \$45,210. We further recommend creating the underfill classification of Real Estate Coordinator I in Pay Range 2BN (\$36,507 - \$51,106) with a recruitment rate of \$43,909.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: February 12, 2013

ASSESSOR'S OFFICE

Current	Request	Recommendation
Property Assessment Technician PR 3GN (\$41,495 - \$47,065)	Business Operations Manager PR 1FX (\$60,809 - \$85,129)	Property Systems Administrator PR 2IX (\$57,028 - \$79,836)

Action Required – Effective Pay Period 1, 2013 (December 23, 2012)

In the Salary Ordinance, under Pay Range 2IX, add the title "Property Systems Administrator" and under Pay Range 3GN, delete the title "Property Assessment Technician".

In the Positions Ordinance, under Assessor's Office, Systems and Administration Division, delete one position of "Property Assessment Technician" and add one position of "Property Systems Administrator".

Background

The Department of Employee Relations received a letter from Mary Reavey, Commissioner of Assessments, requesting a reclassification of the position of Property Assessment Technician. A new job description was provided and discussions were held with Mary Reavey; David Fortney, Systems Analyst – Project Leader; and Amy Stenglein, Administrative Services Supervisor.

Duties and Responsibilities

The basic function of this position is to develop and present reports and analyses, with recommendations for senior management, using GIS (Geographic Information Systems) tools, assessment database information, and external sources; formulate new ideas and procedures to make the Department more productive and efficient and to leverage the Department's technologies; actively participate in projects relating to all areas of the Department; and communicate with the management team on issues, conduct research, and make recommendations on findings. Duties and responsibilities include the following:

- 40% GIS Management – researches and recommends new GIS applications to facilitate departmental business operations while optimizing costs; provides advice on emerging GIS technologies; serves as project leader for all departmental GIS applications ensuring that they are appropriately developed and supported; and oversees the work of three employees when they are intermittently (four – eight hours a week) assigned GIS related work.
- 15% Database Management – organizes data into relational databases and spreadsheets from various sources including converting existing Sybase data sources for analysis and reporting purposes on a regular and ad hoc basis using Sybase and Microsoft SQL

(Structured Query Language) query tools; serves as a backup to the Systems Analyst Project Leader in all aspects of day-to-day support, disaster/recovery support, and maintenance of the Assessor's Office data warehouse and other related tasks; and provides technical assistance and serves as a resource for ODBC (Open Database Connectivity) connections between departmental servers and workstations.

- 15% Report Management – researches and develops reports to assist in the assessment process including reports to meet State Department of Revenue requirements that directly affect the City's shared revenue payments and the local tax burden; manages data requests from all levels of City management and external customers to determine report specifications and to produce reports timely and accurately; serves as a technical resource for modifying existing and developing new reports; calculates the tax rate for the City's tax base; and coordinates tax bill reports and tax levy certification reports.
- 10% Web Management – maintains and develops departmental intranet and internet Web site content; and updates real estate sales files and annual Department reports to the Web.
- 10% Sales Management – manages the analysis and processing of 8,000 to 10,000 sales transactions annually; and with full authority serves as a liaison with the State Department of Revenue to resolve issues of data accuracy, data interpretation and transfer of data.
- 5% Systems Development and Management – directly participates in the development of valuation and administrative systems including identifying opportunities for process improvements; participates directly in all aspects of day-to-day support disaster recovery working closely with end users; serves as a liaison with database software vendors and external technical support on issues such as software upgrades, and various problems and solutions.
- 5% Other Duties – prepares and monitors departmental budgets, capital improvement projects, and modifications related to computer network and infrastructure.

Requirements include a Bachelor's Degree in Computer Science, Information Systems or GIS and three years of experience in data base management, systems development, GIS, and web management to enhance and increase the accuracy of property valuation. Experience in mathematics and statistics, project management and employee supervision is highly desirable. Equivalent combinations of education and experience may also be considered. It should be noted that these requirements have not yet been assessed for the purposes of staffing.

Analysis

In 2001 the Assessor's Office had three management positions that worked with information technology for the Department: (Current Rates)

Business Systems Manager	Salary Grade 11 (\$69,089 - \$96,722)
Systems Analyst – Project Leader	Salary Grade 11 (\$69,089 - \$96,722)
Network Administrator	Salary Grade 08 (\$57,028 - \$79,836)

In 2004 the incumbent of the Business Systems Manager position retired and the position was eliminated. The duties were redistributed to the Systems Analyst – Project Leader and Network

Administrator positions. In 2007 the incumbent of the Network Administrator position retired and the position was eliminated. For several years the Department has utilized contracts for professional services to address some of their information technology needs.

As part of the 2013 budget the Department wishes to reclassify the Property Assessment Technician position to a higher level and eliminate the need to have contracted services for this particular area of work. Some of the current duties and responsibilities of the Property Assessment Technician position will remain with the newly classified position while other duties and responsibilities will be distributed to other positions within the Department.

The duties and responsibilities proposed for this new position differ from those of the previous Network Administrator position. There is no direct supervisory responsibility but there is a broader range of duties and responsibilities including GIS management, report management, web management, and systems development and management.

Comparisons were made to other City positions including the following:

ERS Systems Administrator in Pay Range 2IX (Salary Grade 08) works under the ERS - Chief Technology Officer and analyzes and coordinates the installation, testing, operation, troubleshooting, and maintenance of hardware and software systems for the Employee's Retirement System. Duties and responsibilities include maintaining servers and desktops, maintaining and supporting a storage area network and VmWare, troubleshooting issues with systems, maintaining the Exchange email environment, ensuring that proper security protocols and guidelines are followed, implementing new initiatives, and providing cost/benefit analysis of proposed projects.

GIS Developer – Senior in Pay Range 2IX (Salary Grade 08) is located in the Department of Administration – Information Technology Management Division (ITMD) and provides advanced-level GIS systems analysis, serves as a consultant, and provides design and development GIS services. Duties and responsibilities include providing support for existing GIS applications, including hardware, software, and data problem resolution; installing new hardware and software; designing, scheduling, documenting, and testing the implementation of GIS applications and GIS data; assisting in the development of GIS support procedures and their documentation; providing training to department personnel; analyzing potential GIS applications and preparing scope and estimates for implementation and operations; and working closely with customers, following up on issues and concerns, and providing reports and presentations.

Information Systems Auditor in Pay Range 2JX (Salary Grade 09) is located in the Comptroller's Office and conducts audits of City departments, boards, commissions, and programs and evaluates computer centers, computer operating systems, local and wide area networks, mainframe and microcomputer software applications and system development projects and performs post-implementation reviews; and assesses systems security, controls, and performance in order to make recommendations for improvement, determine whether they are sufficient to protect City assets, and ascertain whether information is processed in a complete, accurate, authorized, consistent and timely manner.

The Department requested Pay Range 1FX (the same rates as PR 2JX) (Salary Grade 09) which is the level of the three Assessment Division Managers responsible for all areas of assessment including commercial, special commercial, residential, personal property, condominiums, apartment, vacant land, and exempt. Each Assessment Division Manager directly supervises a team of nine Senior Property Appraiser positions.

Based on a review of related positions in City government, we recommend Pay Range 2IX for this new position. While the position does oversee the work of other employees in some areas there is no direct supervision. A pay range in the Professional Section of the Salary Ordinance would therefore be appropriate. The Information Systems Auditor in Pay Range 2JX (Salary Grade 09) appears stronger as it works more independently and must review a number of programs and systems city-wide. The Assessment Division Managers in Pay Range 1FX (Salary Grade 09) also appear stronger as they directly supervise the work of nine professional level positions involving all types of assessment work.

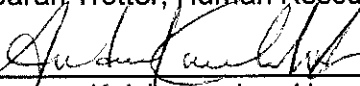
Pay Range 2IX (Salary Grade 08) is the level of the previous position of Network Administrator and is the level of several other Information Technology positions in the City including the ERS Systems Administrator and GIS Developer – Senior described above. Other positions in Pay Range 2IX include Systems Analyst – Senior, Systems Security Administrator, and Telecommunications Analyst – Senior.

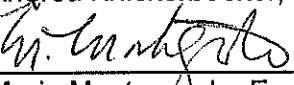
We recommend a title for this new position that reflects an emphasis on information technology. As this position will have responsibility for both hardware and software systems we recommend the term "systems administrator" be included in the title and as the work is specific to the property assessment profession we recommend the unique title of "Property Systems Administrator".

Recommendation

We therefore recommend this position be reclassified from Property Assessment Technician in Pay Range 3GN to Property Systems Administrator in Pay Range 2IX.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: February 12, 2013

This report recommends appropriate classifications and compensation levels for various positions. This report contains recommendations for positions in the City Treasurer's Office, Department of City Development and Department of Public Works – Operations Division.

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.

Treasurer's Office

Current	Request	Recommendation
Program Assistant II PR 5FN (\$41,495 - \$47,065)	Program Assistant III PR 5IN (\$46,607 - \$53,328)	Program Assistant III PR 5IN (\$46,607 - \$53,328)

Department of City Development

Current	Request	Recommendation
New Position	Redevelopment & Special Projects Manager PR 1IX (\$73,627 - \$103,077)	Redevelopment & Special Projects Manager PR 1IX (\$73,627 - \$103,077)

Department of Public Works - Operations Division

Current	Request	Recommendation
New Position	Administrative Specialist PR 2CN (\$38,902 - \$54,455)	Program Assistant II PR 5FN (\$41,495 - \$47,065)

ACTION REQUIRED – Effective Pay Period 1, 2013 (December 23, 2012)

In the Salary Ordinance, under Pay Range 1IX, add the title "Redevelopment & Special Projects Manager".

In the Positions Ordinance:

under City Treasurer, Executive Office, add one position of "Program Assistant III"; under Administration Division, delete one position of "Program Assistant II".

under Department of Public Works-Operations Division, Administration Section, General Office, delete one position of "Administrative Specialist" and add one position of "Program Assistant II".

TREASURER'S OFFICE

Current: Program Assistant II PR 5FN
Request: Program Assistant III PR 5IN
Recommendation: Program Assistant III PR 5IN

The basic function of this position is to perform various administrative support functions at a paraprofessional level in the City Treasurer's Office. Duties, responsibilities, and requirements include:

- 20% Staff Assistant to City Treasurer and Deputy City Treasurer
- Serve as personal and confidential administrative assistant to the City Treasurer and the Deputy City Treasurer. This includes managing executive staff calendars, preparing confidential correspondence and reports, and screening and processing City Treasurer and Deputy City Treasurer correspondence.
 - Coordinate Department meetings and projects with staff, and compile and maintain the Department's operations schedule.
 - Research legislation affecting department operations, and in collaboration with managers, follow up with preparing necessary communications and responses.
 - Maintain department reference materials and legal opinions.
- 30% Procurement and Contract Administration
- Research, compile and analyze procurement and service contracting activities' data and prepare reports; maintain contract files; and maintain schedule of vendor service contracts and software support agreements.
 - Prepare draft specifications for general services and commodities.
 - Solicit Bids or Requests for Proposal for general services and commodities; and assist in drafting Bids and Requests for Proposals for major service contracts.
 - Prepare analyses of bids or proposals received and make recommendations regarding the award of the contract.
 - Place purchase orders for supplies, services and equipment as needed, including through the ProCard.
 - Prepare purchasing documents, make FMIS entries, audit vendor invoices, prepare vendor bill payment documents, prepare interdepartmental requisitions and invoices, review ProCard statements, and process payments.
 - Audit and maintain postage statements for tax bill imprinting and mailing services contractor; determine monthly postage advance required for tax bill mailings; prepare monthly inventory report of forms and envelopes; and determine amount of required forms.
 - Enter property tax settlement vouchers into FMIS.
 - Reconcile FMIS general ledger accounts receivable account and prepare monthly report for Comptrollers' Office
- 30% Budget Administration
- Monitor and reconcile accounts receivables, revenues, encumbrances and expenditures; research discrepancies; and initiate corrective actions.
 - Monitor budget expenditure data and prepares reports.
 - Assist in preparing the Department's operating and special funds budget.
- 20% Office Administration and Backup Duties
- Oversee and maintain Department's central administrative accounts, files, and records.
 - Oversee Department equipment inventory and serve as a liaison with other departments and external vendors for required services.
 - Serve as the back-up to the Program Assistant II in the Administrative Division responsible for monitoring accounts moving through inRem foreclosure and monitoring and coordinating with the law firm processing delinquent tax accounts; and as the alternate for the personnel and payroll functions.

Requirements for this position include four years of experience performing duties related to the position with at least one year at the level of Office Assistant III or higher. An associate or bachelor's degree in business administration or finance is preferred.

With the elimination of the Executive Administrative Assistant II in PR 2CN (\$38,902-\$54,455), the Program Assistant II in the department's Administration Division will be relocated and will assume responsibility as the confidential staff assistant to the City Treasurer and Deputy City Treasurer. The position will retain current responsibility for contract and procurement administration, budget administration, general office administration, and backup functions related to inRem foreclosures, delinquent account processing, and payroll processing.

Comparisons were made to a number of other positions in the City. The Administrative Assistants series includes all office support positions performing secretarial duties directly supporting the work of one or more managers or high level professionals. Administrative Assistants at the III level (PR 5FN \$41,495-\$47,065) typically provide administrative and secretarial services to a formal board or commission and the head of a major organizational function. Administrative Assistants IV (PR 5IN \$46,607-\$53,328) serve as a secretary to the head of a larger department such as Police, Library or Health.

With the changes to this position about 20% of job will be traditional secretarial duties for the City Treasurer and Deputy City Treasurer, and as a result a more general title and classification is appropriate. The Program Assistant III classification (PR 5IN \$46,607-\$53,328) is intended for positions that perform a variety of duties and responsibilities to support a significantly complex program or area of operations within a City department. This requires the equivalent knowledge and skill obtained with a bachelor's degree and these positions require in-depth knowledge of technical and/or administrative processes.

Based on our analysis we recommend classifying the position as Program Assistant III. This more generic title encompasses the Administrative Assistant type duties that have been taken on as a result of the elimination of the Executive Administrative Assistant II position as well as the continuing responsibility in procurement and contract administration, budget administration, general office administration, and backup functions related to inRem foreclosures, delinquent account processing, and payroll processing

We therefore recommend this position be reclassified from Program Assistant II PR 5FN (\$41,495-\$47,065) to Program Assistant III PR 5IN (\$46,607-\$53,328).

DEPARTMENT OF CITY DEVELOPMENT

Current:	New Position	
Request:	Redevelopment & Spec Projects Manager	PR 1IX
Recommendation:	Redevelopment & Spec Projects Manager	PR 1IX

The basic function of this new position is to be responsible for formulating housing policy for the City of Milwaukee and promoting and encouraging new development and redevelopment that creates a diversity of housing choices in the City; work with City and State policy makers and other stakeholders, including financial institutions, real estate and development professionals, and agencies that foster home ownership, to develop recommendations and to implement policies and programs that facilitate development, financing, and City investment; develop tax incremental financing proposals for residential development; seek and manage major federal grant funds and private funds to support housing development and redevelopment; and oversee staff who implement housing programs in Milwaukee neighborhoods. Duties and responsibilities include the following:

30% Work with private developers, both for-profit and non-profit, to coordinate housing development and redevelopment projects, including projects financed with Low Income

Housing Tax Credits and Tax Increment Financing, projects built on land purchased from RACM and the City of Milwaukee, and projects that redevelop City-owned tax-foreclosed property; and serve as project advocate and liaison to other City departments, elected officials, and stakeholders.

- 25% Provide oversight and direction to the Neighborhood Improvement Development Corporation (NIDC) and the Department's Housing and Neighborhood Development Section; approve policies, program design, and procedures; and serve as the Assistant Executive Director of the NIDC.
- 15% Negotiate the terms of City investment in private housing development, and structure the terms of such investment in alignment with City neighborhood development goals and available resources; manage and monitor the delivery City investment to projects upon approval, including structuring development agreements, approving payments, and developing workout plans if project are not developed as anticipated.
- 10% Envision and develop successful and innovative partnerships with government, community agencies, and businesses that advance the goals of promoting home ownership, stabilizing neighborhoods, and improving the quality of life for Milwaukee residents, especially those who are low or moderate income.
- 10% Manage the Milwaukee Foreclosure Partnership Initiative.
- 5% Serve as member of and resource to the Common Council's Special Committee on the Redevelopment of Vacant and Foreclosed Property.
- 5% Develop housing policy recommendations, white papers, and similar resources at the request of policymakers.

Requirements include a Bachelor's Degree in Business, Public Administration, Finance, Real Estate or related area; and five years of progressively responsible professional experience in residential development and finance. A Master's Degree is preferred. Equivalent combinations of education and experience may also be considered.

The functions of this new position are currently being performed by a position in RACM. This new City position will be located in the Housing Division of DCD and will oversee the work of 16 employees. A review of the job description indicates that the level of the duties and responsibilities and amount of leadership are comparable to other DCD positions in 1IX (SG 12) including the following:

Neighborhood Business Development Manager in DCD

Guides development of the City's neighborhood commercial revitalization strategies, manages staff responsible for implementing neighborhood commercial revitalization programs, and serves as project manager for selected major neighborhood commercial redevelopment projects.

City Planning Manager in DCD

Responsible for managing staff and resources assigned to the Planning Division; and oversees the design and administration of the City's land use control system and the City's Geographic Information System, the development of the City-wide and Area Comprehensive Plan and the provision of staff support to the City Plan Commission, the Board of Zoning Appeals, and various committees of the Common Council.

All of these positions have significant responsibility for managing staff and implementing programs that affect major areas of the Department. This requires extensive knowledge in their areas of expertise and an ability to provide oversight and direction.

We therefore recommend this new position be classified as Redevelopment and Special Projects Manager in Pay Range 1IX.

DEPARTMENT OF PUBLIC WORKS-OPERATIONS DIVISION

Current:	New Position	
Request:	Administrative Specialist	PR 2CN
Recommendation:	Program Assistant II	PR 5FN

The basic function of this position will be to administer all of the Division's fees-for-services the largest components of which are solid waste removal and snow and ice control. During the previous budget year, the Department billed customers \$33 million in solid waste fees and \$7.9 million in snow and ice control fees. Upon hire, a major goal of the employee filling the job will be to audit and analyze the fees and fee structure currently in place. The employee performing this job will be expected to analyze data, conduct research, and provide useful information to managers to assist them in establishing a fee structure that accurately captures the costs incurred by DPW. In addition, the employee performing this job will answer questions from customers and others regarding fees charged and will be authorized to change fees in accordance with established policies and guidelines.


The most notable knowledge, skills, abilities, and attributes required to successfully perform the job (not the minimum requirements to enter the job) include the following:

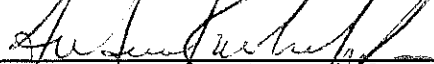
- Ability to apply judgment to specific cases using established rules and regulations
- Ability to work independently
- Ability to prioritize one's work
- Knowledge of City and department policies and procedures
- A high level of attention to detail
- An ability to establish and maintain good working relationships with coworkers, members of the public, and managers and supervisors throughout the Department
- Ability to correspond with elected officials
- Proficiency in using standard office hardware and software in addition to specialized departmental applications.


Program Assistants in City government have responsibility for administering a separate program or operation in a city department. The position under consideration is consistent with that definition. The knowledge and skill required to perform these jobs, and amount of responsibility exercised, is considered to be in between the highest level Office Assistant classification and full-fledged professionals. Considering the financial impact associated with auditing and analyzing fees-for-service, which amount to \$40+ million annually, it appears appropriate to classify this position as a Program Assistant II.

It is recommended that this new position be classified as a Program Assistant II, PR 5FN.

Prepared by: 
Sarah Trotter, Human Resources Representative

Prepared by: 
Laura Sutherland, Human Resources Representative

Prepared by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director