



Department of Employee Relations

Tom Barrett  
Mayor

Maria Montegudo  
Director

Renee Joos  
Employee Benefits Director

Nicole Fleck  
Labor Negotiator

March 16, 2018

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

RE: Common Council File Number 171742

Dear Committee Members

The following classification and pay recommendations were submitted for the City Service Commission meeting on March 6, 2018.

**Common Council – City Clerk’s Office**

Current	Recommendation
New Position	Workforce Outreach Specialist PR 2FX (\$48,670 - \$67,616) One Position

**DPW-Administrative Services**

Current	Recommendation
New Position	Civil Engineer II PR 2GN (\$58,373 - 72,063) One Position

**DPW-Infrastructure Services**

Current	Recommendation
Bridge Operator Lead Worker PR 8IN (\$42,139 - \$47,077) One Position	Bridge Operator PR 8GN (\$40,021 - \$44,399) One Position



**DPW-Operations**

Current	Recommendation
Office Assistant II PR 6EN (\$30,529 - \$35,922) One Position	Fleet Equipment Service Writer PR 7EN (\$40,640 - \$47,077) One Position

**DPW-Water Works**

Current	Recommendation
New Position	Programmer Analyst PR 2GN (\$56,767 - \$72,063) One Position
Two New Positions	Water Laboratory Technician PR 5DN (\$36,252 - \$42,916) Two Positions

Sincerely,

*Maria Monteagudo*  
 Maria Monteagudo  
 Employee Relations Director

Attachments: Job Evaluation Reports  
 Fiscal Note

C: Ghassan Korban, Laura Daniels, Dan Thomas, Shannon Goodwin, Dawn Crowbridge, Jeffrey Polenske, Timothy Thur, Craig Liberto, James Washington, Karen Forlenza, Jeffrey Tews, Jennifer Gonda, Mark Scheller, Dennis Yaccarino, Bill Christianson, Thomas Bell, Nicole Fleck, Ken Wischer, Jim Owczarski, Richard Pfaff, Bernadette Karanja



**JOB EVALUATION REPORT**

City Service Commission Meeting: March 6, 2018

**Common Council – City Clerk’s Office**

Current	Recommendation
New Position	Workforce Outreach Specialist PR 2FX (\$48,670 - \$67,616) One Position

This new position in the Common Council – City Clerk's Office will administer the Click2Work (C2W) application, manage content and ensure online updates are current and posted in real-time; work closely with selected case managers in countywide employment service agencies and the Wisconsin Department of Workforce Development Job Centers to streamline online announcements for employment, supportive services, and job training opportunities; provide online technical assistance and trouble-shooting services to corporate employers and service organizations that use and have administrative access to CSW; provide customer service oversight for individual job seekers; and work closely with Data Analysts from the City and partner agencies to ensure seamless management of information. Duties and responsibilities are as follows:

- 30% Outreach and Customer Service – Join community team members in outreach and community engagement activities to achieve quality customer engagement; refer job seekers to job training, job placement and supportive services; respond to job seeker needs and concerns as they relate to their C2W profiles; attend public engagement events related to job placement; and maintain contact with partner agencies.
  
- 45% Social Media Upgrades and Development – Work with the City, software developers, and data management staff from partner agencies to build and implement a functional C2W platform while ensuring compliance with the Workforce Innovation Opportunity Act (WIOA) performance standards and State Workforce Development regulations; build and execute workforce-based social media strategy through competitive research, benchmarking, messaging and audience identification; generate, edit, publish and share daily content (original text, images, video or HTML (HyperText Markup Language used to create electronic documents to be displayed on the world wide web)) in job readiness, job search, and job placement that builds user buy-in; set up and optimize web pages to increase visibility of social content; monitor and review C2W back-up documents for accuracy and completeness; troubleshoot and report bugs in existing software; gather and evaluate use feedback; recommend improvements; generate and analyze technical documentation for reference and reporting; and train data entry staff in C2W content and data entry processes and procedures.
  
- 25% Case Management – Serve as part of a multi-disciplinary case management team for individuals with barriers to employment; work closely with the Milwaukee Workforce Board's Contract Compliance and Data Management staff, state affiliated agencies such as the Milwaukee Job Centers managed by the Wisconsin Department of Workforce Development, and Milwaukee County Child Protective Services under the Wisconsin Department of Children and Families; and case management staff from select employment service agencies and supportive service agencies.

Requirements include a bachelor's degree in management, communications, marketing, business, social welfare or a related area and two years of experience in graphic design, digital marketing, or managing social media software applications or large database systems and two years of experience community or workforce development, engagement or collaboration. Equivalent combinations of education and experience may be considered. These requirements have not yet been assessed by the Staffing Division.

This new position will work primarily with the Click2Work project that is defined as a social media platform targeted towards workforce supports in outreach, intake, industry-based activities and job development for low-income unemployed and underemployed residents who are 17 to 37 years of age. This software will make it easy for organizations working with teenagers and young adults to connect and communicate with them. Users will be able to connect to trusted networks such as schools, government agencies, youth organizations, workforce agencies, and community and faith-based organizations and receive an Instagram-like feed of information regarding jobs, internships, training, and professional connections. With this support, users will enhance their overall workforce readiness.

This position will report to the Workforce Development Coordinator position in Pay Range 2GX (\$51,469 - \$72,063) which champions workforce development and training programs for City residents by connecting them to programs and services; and serves as a clearing house for all workforce training and development programs in the City. A special emphasis has been made for employment in the construction industry.

To study this position, comparisons were made to other City positions including the following;

Graphic Designer - Lead	2CN	\$45,473 - \$55,825
Media Specialist	2CN	\$45,013 - \$55,825
Library Education Outreach Specialist	2DN	\$50,451 - \$59,498
Media Producer	2EN	\$50,053 - \$64,339
Community Outreach Liaison	2EX	\$48,670 - \$63,426
Community Outreach Project Liaison	2FX	\$48,670 - \$67,616
Diversity Recruiter	2FX	\$48,670 - \$67,616
Human Resources Analyst - Senior	2FX	\$48,670 - \$67,616

Some of the positions above focus more on work related to graphic design, video production, social media, digital marketing, and training; while others focus more on community outreach and organization, general recruitment, and staffing. The position under study will be doing a combination of work related to social media and digital marketing as well as community outreach and communication. A review of these positions indicates that the most similar positions are Community Outreach Project Liaison, Diversity Recruiter and Human Resources Analyst-Senior in Pay Range 2FX (\$48,670 - \$67,616). To reflect the focus of this position we recommend the title "Workforce Outreach Specialist".

We therefore recommend this new position be classified as "Workforce Outreach Specialist" in Pay Range 2FX (\$48,670 - \$67,616).

**Actions Required – Effective Pay Period 1 (December 31, 2017)**

In the Salary Ordinance

- Under Pay Range 2FX:
  - Add the title "Workforce Outreach Specialist".

In the Positions Ordinance

- Under Common Council-City Clerk-Central Administration Division:
  - Delete one position of "Workforce Development Specialist".
  - Add one position of "Workforce Outreach Specialist".

Prepared by: *Sarah Trotter*  
Sarah Trotter, Human Resources Representative

Reviewed by: *Andrea Knickerbocker*  
Andrea Knickerbocker, Human Resources Manager

Reviewed by: *Maria Monteagudo*  
Maria Monteagudo, Employee Relations Director

## JOB EVALUATION REPORT

City Service Commission Meeting: March 6, 2018

### DPW-Administrative Services

Current	Recommendation
New Position	Civil Engineer II PR 2GN (\$58,373 - 72,063) One Position

### DPW-Infrastructure Services

Current	Recommendation
Bridge Operator Lead Worker PR 8IN (\$42,139 - \$47,077) One Position	Bridge Operator PR 8GN (\$40,021 - \$44,399) One Position

### DPW-Operations

Current	Recommendation
Office Assistant II PR 6EN (\$30,529 - \$35,922) One Position	Fleet Equipment Service Writer PR 7EN (\$40,640 - \$47,077) One Position

### DPW-Water Works

Current	Recommendation
New Position	Programmer Analyst PR 2GN (\$56,767 - \$72,063) One Position
Two New Positions	Water Laboratory Technician PR 5DN (\$36,252 - \$42,916) Two Positions

### Background

Consistent with past practice, the Department of Employee Relations has prepared a report with classification recommendations for several new, changed and restructured positions in the Department of Public Works (DPW). In reviewing these positions, staff analyzed job descriptions and held discussions with management representatives.

### DPW-Administrative Services

Current	New Position		
Recommended	Civil Engineer II	PR 2GN (\$58,373 - \$72,063)	1 Position

This new position in the Planning and Development Section of DPW-Administrative Services will be responsible for the coordination of small cell infrastructure pertaining to City right-of-way impacts; will review and coordinate small cell feasibility for collocation of City-owned infrastructure; coordinate underground power and private utility locations to City poles related to placement of small cells; review plans, supplemental agreements, and permits related to small cell collocations; and review, coordinate, and inspect small cell installations. The duties and responsibilities are to:

- 25% Prepare and review plans and specifications related to small cell collocations.
- 20% Review, coordinate, and inspect small cell installations, including supervising pole foundations, underground conduit, pole installation, and equipment installation; and coordinate street lighting or signals installation on poles with the Electrical Services Division.
- 25% Conduct field investigations to determine small cell feasibility for collocation of City-owned infrastructure; review supplemental agreements related to small cell collocations; and maintain a database of approved locations.
- 15% Review permit applications related to small cell collocations including utility excavations; and coordinate with other divisions on utility placement and conflicts.
- 15% Review plans for underground power and private utility locations to City poles related to placement of small cells; and perform other duties as assigned.

Requirements include a bachelor's degree in civil engineering and civil engineering experience, preferably with inspection and field utility coordination responsibilities.

A comparison to other Civil Engineer II positions indicates that the level of work is comparable. Generally, these positions are assigned to one of the divisions within the Department of Public Works and are responsible for performing professional duties including designing, planning, and/or construction in one or more of the following areas: sewer and environmental engineering, water engineering, street, highway and transportation engineering, traffic engineering, and structural engineering.

A Civil Engineer II is required to have a bachelor's degree in civil engineering and one year of full-time professional engineering experience performing related functions. The underfill classification is Civil Engineer I which also requires a bachelor's degree in civil engineering but not the year of experience. Based on the duties, responsibilities and requirements we recommend this new position be classified as Civil Engineer II in Pay Range 2GN (\$58,373 - \$72,063).

#### **DPW-Infrastructure Services**

<b>Current</b>	<b>Bridge Operator Lead Worker</b>	<b>PR 8IN (\$42,139 - \$47,077)</b>	<b>1 Position</b>
<b>Recommended</b>	<b>Bridge Operator</b>	<b>PR 8GN (\$40,021 - \$44,399)</b>	<b>1 Position</b>

The department is requesting that one vacant position of Bridge Operations Lead Worker in Pay Range 8IN (\$42,139 - \$47,077) in the Bridges and Buildings Section of the DPW-Infrastructure Division be reclassified downward to Bridge Operator in Pay Range 8GN (\$40,021 - \$44,399). Currently there are 22 positions of Bridge Operator and 6 positions of Bridge Operator Lead Worker. In reviewing the amount and type of work for positions assigned to Bridges or Maintenance, the department has determined that there is less need for the sixth leadworker position and more need to have an additional Bridge Operator position.

This position will now perform the duties of a Bridge Operator which includes attending, maintaining, and operating the City's movable bridges over the Milwaukee, Menomonee and Kinnickinnic Rivers to insure safe passage for vessels in accordance with federal rules and regulations. We therefore recommend that one position of Bridge Operator Leadworker in Pay Range 8IN (\$42,139 - \$47,077) be reclassified to Bridge Operator in Pay Range 8GN (\$40,021 - \$44,399).

**DPW-Operations**

<b>Current</b>	<b>Office Assistant II</b>	<b>PR 6EN (\$30,529 - \$35,922)</b>	<b>1 Position</b>
<b>Recommended</b>	<b>Fleet Equipment Service Writer</b>	<b>PR 7EN (\$40,640 - \$47,077)</b>	<b>1 Position</b>

The department is requesting that one position of Office Assistant II in Pay Range 6EN (\$30,529 - \$35,922) in the Fleet Services Section of the DPW-Operations Division be reclassified to Fleet Equipment Service Writer in Pay Range 7EN (\$40,640 - \$47,077). Currently there are two positions of Office Assistant II and one position of Fleet Equipment Service Writer. The incumbent of one of the positions of Office Assistant II is performing the same duties as the Fleet Equipment Service Writer including coordinating repairs and preventive maintenance inspections that take place at the garage; contacting vehicle operators to ensure a correct diagnosis of repairs; and performing office and administrative tasks related to the maintenance and processing of equipment, maintenance and time records. The department has found that the volume of work supports having two positions of Fleet Equipment Service Writer. Requirements for this classification include three years of experience working as a service writer in a dealership or other repair facility; knowledge of automotive equipment; and an ability to work with computer programs such as Word and Excel and to learn new programs. These requirements have not yet been assessed by the Staffing Division.

As this position is now performing the same duties as the other Fleet Equipment Service Writer we recommend one position of Office Assistant II in Pay Range 6EN (\$30,529 - \$35,922) be reclassified to Fleet Equipment Service Writer in Pay Range 7EN (\$40,640 - \$47,077).

**DPW-Water Works**

<b>Current</b>	<b>New Position</b>		
<b>Recommended</b>	<b>Programmer Analyst</b>	<b>PR 2GN (\$56,767 - \$72,063)</b>	<b>1 Position</b>

This new position in the Technical Services Section of DPW-Water Works will be responsible for the creation of computer application software including design, coding, maintenance, integration, testing, and documentation; maintaining customer, user, vendor and consultant relationships; and ensuring that quality assurance, programming and all other job-related standards are followed. This position may also have responsibility for sections of a larger project including analysis, design, development, testing, configuration, documentation and implementation of computer-based application solutions for Milwaukee Water Works (MWW). Duties and responsibilities are as follows:

- 50% Use report writing and scripting software to create programming solutions for MWW staff needs; use IBM Cognos Analytic software to create reports and files needed by managers and users of the MWW enQuesta CIS (Customer Information System) and may write some of these programs in SQL (Structured Query Language); analyze and define user requirements and use enQuesta data dictionary to design, code, integrate, test, document, and maintain required programs; perform quality assurance of program logic data processing and error resolution; and provide application and related system training to IT personnel and user personnel.
- 20% May assist with application system upgrades including planning, testing and implementing vendor and departmental changes; may assist in defining software development project plans including scoping, scheduling and implementation; and may be responsible for sections of a larger project including analysis, design, development, testing, configuration, documentation, and implementation of computer-based applications for MWW including coordination with users, technical coworkers, vendors and consultants, and the documentation of procedures, best practices and training materials.



- 10% Develop and maintain effective communication within a team environment on related projects and activities; work closely with coworkers and users following up on issues and concerns and keeping all informed; inform managers about time, activities and status; and provide written and oral reports and presentations.
- 10% Interact with vendors for efficient implementation and operation of new software products or systems and for resolution of any adaptation issues; interact with network administrators, system analysts, and software engineers to assist in resolving problems with software products or departmental software systems; and interact regularly with managers, clients, vendors and agencies to field queries and questions.
- 10% Update, maintain, configure, test and document installed application systems; enhance skills and manage new projects as assigned; conduct research projects or special studies as directed; regularly provide project updates and status reports; and perform other duties as assigned.

Requirements include a bachelor's degree in information management, computer science or technology, mathematics, business or a related field and two years of professional systems analysis or programming experience. Equivalent combinations of education and experience may be considered.

This position will be using and updating the software used to create the City of Milwaukee Municipal Services bill which includes charges for MMSD (Milwaukee Metropolitan Sewerage District) Sewer Treatment, Storm Water, Solid Waste, Snow and Ice Removal and MWW. The duties and responsibilities listed above are consistent with other Programmer Analyst positions within the City. Currently there are positions in the Department of Administration – Information Technology Management Division, Municipal Court and Police Department. Generally, these positions provide programming and systems analysis solutions, maintain customer relationships and ensure that quality assurance, programming and all other job-related standards are followed.

We therefore recommend this new position be classified as Programmer Analyst in Pay Range PR 2GN (\$56,767 - \$72,063). This new position will be subject to the current footnote that allows recruitment at any point in the range subject to the approval of the Chair of the Finance and Personnel Committee and the Department of Employee Relations.

<b>Current</b>	<b>Two New Positions</b>		
<b>Recommended</b>	<b>Water Laboratory Technician</b>	<b>PR 5DN (\$36,252 - \$42,916)</b>	<b>2 Positions</b>

For the 2018 budget, the department had originally requested two more positions of Water Chemist in Pay Range 2EN (\$47,060 - \$63,426) and it was approved. Upon further review with the new manager of the Water Quality Section, the department has changed their request to two positions of Water Laboratory Technician in Pay Range 5DN (\$36,252 - \$42,916). The department recently had positions with this classification and they would collect water samples of various types throughout the Milwaukee Water Works (MWW) service area, including but not limited to designated sampling locations, the distribution system, and at customer homes; provide analysis of samples both in the field and in the laboratory; transport samples and/or equipment to MWW facilities as well as other City departments; and provide support to the MWW Water Quality Section. Requirements for these positions included an associate's degree in chemistry, chemical technology, biology, water technology, microbiology, or a related field or two years of experience performing laboratory analysis of potable water, water sampling and analysis techniques, and water treatment processes. Equivalent combinations of education and experience could be considered.

These two new positions will be performing the same duties and responsibilities as the previous positions and we recommend that they be classified as Water Laboratory Technician in Pay Range 5DN (\$36,252 - \$42,916).

**Actions Required – Effective Pay Period 1, 2018 (December 31, 2017)**

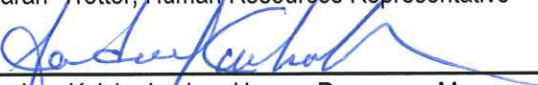
In the Positions Ordinance


Under the Department of Public Works-Water Works-Water Quality Organization:

Delete two positions of "Water Chemist".

Add two positions of "Water Laboratory Technician".

Prepared by:   
Sarah Trotter, Human Resources Representative

Reviewed by:   
Andrea Knickerbocker, Human Resources Manager

Reviewed by:   
Maria Monteagudo, Employee Relations Director



# City of Milwaukee Fiscal Impact Statement

## A

**Date** 3/16/18 **File Number** 171742  
**Subject** Classification and pay recommendations submitted to the City Service Commission for March 6, 2018 meeting.

## B

**Submitted By (Name/Title/Dept./Ext.)** Sarah Trotter, Human Resources Representative  
Dept. of Employee Relations/X2398.

## C

- 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.
  - 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.

## D

- This Note**  Was requested by committee chair.

## E

- Charge To**
- Department Account
  - Capital Projects Fund
  - Debt Service
  - Other (Specify) \_\_\_\_\_
  - Contingent Fund
  - Special Purpose Accounts
  - Grant & Aid Accounts

**F**

Assumptions used in arriving at fiscal estimate.

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**G**

Purpose	Specify Type/Use	Expenditure	Revenue
Salaries/Wages		See attached spreadsheet.	
Supplies/Materials			
Equipment			
Services			
Other			
<b>TOTALS</b>			

**H**

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.

1-3 Years     3-5 Years

1-3 Years     3-5 Years

1-3 Years     3-5 Years

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**I**

List any costs not included in Sections E and F above.

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**J**

Additional information.

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**Department of Employee Relations  
Fiscal Note Spreadsheet**

Finance and Personnel Committee Meeting of March 21, 2018  
City Service Commission Meeting of March 6, 2018

**NEW COSTS FOR 2018**

No. Pos.	Dept	From	PR	To	PR	Present Annual	New Annual	New Costs	Rollup	Total Rollup+ Sal
1	Common Council/City Clerk	New Position	N/A	Workforce Outreach Specialist	2FX	N/A	N/A	N/A	Included in 2018 Budget	
1	DPW-Administrative Services	New Position	N/A	Civil Engineer II	2GN	N/A	N/A	N/A	Included in 2018 Budget	
1	DPW-Operations	Office Assistant II	6EN	Fleet Equipment Service Writer	7EN	N/A	N/A	N/A	Included in 2018 Budget	
1	DPW-Water Works	New Position	N/A	Programmer Analyst	2GN	N/A	N/A	N/A	Included in 2018 Budget	
2	DPW-Water Works	New Positions	N/A	Water Laboratory Technician	5DN	N/A	N/A	N/A	Included in 2018 Budget	
6								\$0	\$0	\$0

Assume effective date is Pay Period 1, 2018 (December 31, 2017).

**SAVINGS FOR 2018**

No. Pos.	Dept	From	PR	To	PR	Present Annual	New Annual	New Costs	Rollup	Total Rollup+ Sal
1	DPW-Infrastructure Services	Bridge Operator Lead Worker	8IN	Bridge Operator	8GN	N/A	N/A	N/A	Included in 2018 Budget	
1								\$0	\$0	\$0

Assume effective date is Pay Period 1, 2018 (December 31, 2017).

**NEW COSTS FOR FULL YEAR**

No. Pos.	Dept	From	PR	To	PR	Present Annual	New Annual	New Costs	Rollup	Total Rollup+ Sal
1	Common Council/City Clerk	New Position	N/A	Workforce Outreach Specialist	2FX	N/A	N/A	N/A	Included in 2018 Budget	
1	DPW-Administrative Services	New Position	N/A	Civil Engineer II	2GN	N/A	N/A	N/A	Included in 2018 Budget	
1	DPW-Operations	Office Assistant II	6EN	Fleet Equipment Service Writer	7EN	N/A	N/A	N/A	Included in 2018 Budget	
1	DPW-Water Works	New Position	N/A	Programmer Analyst	2GN	N/A	N/A	N/A	Included in 2018 Budget	
2	DPW-Water Works	New Positions	N/A	Water Laboratory Technician	5DN	N/A	N/A	N/A	Included in 2018 Budget	
6								\$0	\$0	\$0

**SAVINGS FOR FULL YEAR**

No. Pos.	Dept	From	PR	To	PR	Present Annual	New Annual	New Costs	Rollup	Total Rollup+ Sal
1	DPW-Infrastructure Services	Bridge Operator Lead Worker	8IN	Bridge Operator	8GN	N/A	N/A	N/A	Included in 2018 Budget	
1								\$0	\$0	\$0

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