



Department of Employee Relations

May 31, 2001

John O. Norquist
Mayor

Jeffrey Hansen
Director

Florence Dukes
Deputy Director

Frank Forbes
Labor Negotiator

Michael Brady
Employee Benefits Manager

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

Dear Committee Members: Re: Common Council File Number 010024

The following classification and pay recommendations will be submitted to the City Service Commission for consideration on June 5, 2001. We recommend the following, subject to approval by the City Service Commission:

In the Office of the Comptroller, one new position in the 2001 budget is recommended for classification as Applications Analyst-Senior, Salary Grade 009.

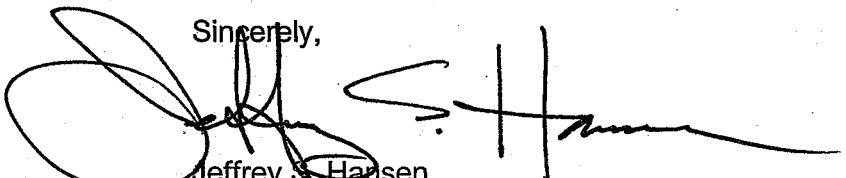
In the Health Department, one new grant-funded position is recommended for classification as Chemist II, Pay Range 642.

In the Department of Neighborhood Services, one grant-funded position of Fiscal Officer, Salary Grade 006, held by James Cigan, is recommended for reallocation to Salary Grade 008.

In the Department of Public Works-Infrastructure Services Division, one position of Communications Assistant III, Pay Range 445, held by Patsy Bentley, is recommended for reclassification to Program Assistant I, Pay Range 460. (The City agreed to study this position in accordance with the 1999-2000 City/District Council 48 agreement.)

The Job evaluation reports covering the above positions, including the necessary Salary and Positions Ordinance amendments, are attached.

Sincerely,



Jeffrey S. Hansen
Employee Relations Director

JSH:pb

Attachment: 4 Job Evaluation Reports; 1 Fiscal Note

c: Frank Forbes, Laura Engan, W. Martin Morics, Anita Paretti, Dr. Seth Foldy, Dr. George Linke, Maria Monteagudo, Michelle Stein, Martin Collins, Jeffrey Crouse, Mariano Schifalacqua, Jeffrey Polenske, Mike Nessman, Dan Thomas, Patsy Betley, Mark Zemke, Richard Abelson, John English, John Garland and Robert Klaus

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JOB EVALUATION REPORT

City Service Commission Meeting Date: June 5, 2001

Incumbents: New Position Department: Office of the Comptroller

Present	Request
Title, Salary Grade & Rate New Position, Accounting Systems Specialist SG 005 (\$39,008-\$54,614)	Title, Salary Grade & Rate Functional Applications Analyst Salary Grade 013 (\$64,973-\$90,969)
Recommendation: Applications Analyst-Senior, Salary Grade 009 (\$50,351-\$70,489)	
Rationale: This report recommends classifying a new Applications Analyst-Senior in SG 009 that will work closely with and serve as back up for the current FMIS Project Manager–Information Systems Specialist and FMIS Project Manager–Applications Specialist. This position will be responsible for both technical and functional support of PeopleSoft Financials and Payroll Modules and related programs. This distinction justifies classification at a level higher than Systems Analyst-Senior (SG 008). In considering external market comparisons, the closest comparable is an IS Specialist with the State of Wisconsin that pays in a range of \$49,000-\$70,000 annually. To assist recruiting efforts, we further recommend authority to hire up to the 8 th step of SG 009 (\$62,370).	
History of Positions: This is a new position in the 2001 budget.	

Action Required:

In the Salary Ordinance: Under Salary Grade 007, add the title "Applications Analyst 3/" with the following footnote: "3/ Recruitment is authorized up to the eighth step of the salary grade." Under Salary Grade 009, add the title "Applications Analyst-Senior 4/" with the following footnote: "4/ Recruitment is authorized up to the eighth step of the salary grade."

In the Positions Ordinance: Under Comptroller, under Financial Systems Support Division, delete one position of Accounting Systems Specialist; and add one position of Applications Analyst-Senior.

Background

The City Comptroller has requested the classification of a new position created in the 2001 budget. Discussions were held with the position's supervisor Accounts Director Anita Paretti and both FMIS Project Managers in the Financial Systems Support Division.

Proposed Duties, Responsibilities & Requirements

This position will be responsible for the analysis, design, testing, maintenance, and operation of the City HRMS/Payroll and Financial systems for the City of Milwaukee. Duties, responsibilities, and minimum requirements include:

- 15% Maintain module related setup and configuration tables and parameters.
- 15% Serve as 'load master' – responsible for the hands-on execution of data transfers and batch programs that format and load time and payment data into payroll.
- 15% Serve as 'paymaster' – responsible for hand-on execution of batch programs that calculate and print paychecks, produce reports, and generate interface data provided to the General Ledger, financial institutions, unions, Employee Retirement System, etc.
- 10% Analyze and design custom modules and changes to existing programs. Supervise programming, testing, and migration to production.
- 25% Identification of analysis of bugs. Report them to vendor and track status. Potentially develop workarounds and correct previously generated data for payroll and financials.
- 10% Serve as liaison to other departments in the design and implementation of systems intended to interface with payroll and/or financials and establish procedures for their use. These include DPW Time Entry, MPD Overtime Data Entry, Tuition Reimbursement, etc.
- 10% Other duties as assigned, including but not limited to production of special purpose reports, data files, forms, or research and/or the supervision of personnel performing these tasks. These include elaborate Open Records Requests for the JournalSentinel, Executive Directors of unions, and the Labor Negotiator.

The position requires:

- Bachelor's degree with major in Computer Science or Accounting
- Knowledge of fund and encumbrance accounting practices as implemented by the City typically achieved through a degree in accounting and extensive experience
- Extensive familiarity with the PeopleSoft Payroll and General Ledger modules
- Detailed knowledge of pay, leave and deduction practices. Knowledge of specialized FLSA law applicable to protective service personnel is highly desirable.
- Highly developed technical skills including UNIX, FTP, Windows, MS Office NetTerm. Basics of NetWare, Oracle, COBOL, SQR, TCP/IP-based wide area network architecture are highly desirable. SQL and PeopleTools skills are required.
- Ability to organize and lead meetings and to represent the Comptroller's Office as required
- Ability to write highly complex program designs and documentation
- Effective verbal and written skills

Analysis

This new position will be responsible for functional support of the FMIS General Ledger Module and both functional and technical support of the HRMS Payroll Module. The position will need an in-depth knowledge of government accounting processes, PeopleSoft Financials system software, and PeopleSoft Human Resource system software. Technical skills must include the ability to use SQL and PeopleTools.

The incumbent will work closely with and serve as back up for the FMIS Project Manager – Information Systems Specialist and FMIS Project Manager – Applications Specialist in the

Financial Systems Support Division. The position will be responsible for ensuring the integrity of information contained and processed through both the FMIS General Ledger and HRMS Payroll Modules. This will mean configuring and troubleshooting the system software, working with modules that interface with both FMIS and HRMS functions, and executing data transfers and batch functions that load, calculate, and print payroll checks and related reports on a biweekly basis. The position will ensure that users, department representatives, and external entities are able to obtain data and reports from the general ledger and payroll systems. The position will work closely with ITMD staff in implementing upgrades to Financials and Payroll software.

Internal and External Comparisons

Within the City's system, this new position is most comparable to the Systems Analyst-Senior (SG 008) in the Information & Technology Management Division. The Systems Analyst-Senior provides advanced level systems analysis, serves as a consultant, and provides design and development services. Job duties include analysis of problems and determination of solutions, project design, programming, creation of reports, and documentation. A key difference between the Applications Analyst-Senior and the Systems Analyst Senior is that while the Systems Analyst Senior focuses primarily on technical support of PeopleSoft, the new Applications Analyst-Senior will be responsible for both technical support and functional support of PeopleSoft.

Pay data collected from other public organizations with PeopleSoft showed a range of salary rates for comparable positions. What follows are a number of comparisons in terms of position responsibilities and salary ranges.

City of Minneapolis, Minnesota

The City of Minneapolis has PeopleSoft Human Resources but not Financials. In this organization, technical and functional expertises are housed within one department. This is in contrast to the City of Milwaukee where technical support resides primarily within DOA-ITMD and functional support within individual City departments. The City of Minneapolis has technical/functional leads for each of the HR modules including Payroll, Benefits, and HR Salary Administration. The Payroll Technical/Functional Lead receives a salary of \$58K to \$72K annually. The IT Specialist that supports the technical/functional lead receives a maximum salary of \$65K. The City of Minneapolis produces between 7,000-8,000 paychecks biweekly.

Milwaukee Public Schools, Wisconsin

The Milwaukee Public Schools has PeopleSoft Human Resources but not Financials. The Human Resources Management Systems Administrator is the one position dedicated to technical and functional support of the HR Payroll Module and is paid in a range of \$55K to \$80K annually. The School Board has a payroll of 15,759.

State of Wisconsin

State of Wisconsin agencies have both PeopleSoft Human Resources and Financials. The State classification of 'IS Professional Senior-Systems Development Services' requires minimal experience in PeopleSoft applications and pays in a range of \$38K to \$64K annually. The State classification of 'IS Specialist-Systems Development Services' requires 2-3 years of PeopleSoft experience and pays in the range of \$49K to \$70K annually.

City of Oshkosh, Wisconsin

The City of Oshkosh has both PeopleSoft Human Resources and Financials. Technical support for the system is housed in the Information Systems Department. Functional support for the

Payroll and Benefits modules is the responsibility of the Payroll Manager. The Payroll Manager is a part of the Human Resources Department and is paid in the range of \$39K to \$61K annually. A Payroll Assistant paid in the range of \$30.5K to \$43K annually supports the Payroll Manager. The City of Oshkosh has a payroll of 1,100.

City of Glendale, California

The City of Glendale California has both the PeopleSoft Human Resources and Financials. Overall technical support for the system is housed in the Information Technology department. Technical Systems Support Specialists are paid between \$35 and \$60K. Functional Support is handled within appropriate departments. In this organization, the Payroll Supervisor handles both the functional and a significant portion of the technical support for the Payroll Module and related functions. The Payroll Supervisor is paid between \$50K and \$67K annually. Junior Accountants paid in the range of \$36K to \$50K annually also provide technical and functional support of the system. This City of Glendale has a payroll of 2,500.

Recommendation

The closest internal comparable for this new Applications Analyst-Senior is the Systems Analyst-Senior with the exception that this new position will handle both technical and functional support of the system on an ongoing basis. This distinction requires a greater breadth of knowledge for the position under study and justifies classification at a level higher than the Systems Analyst-Senior.


The closest matches in external market comparisons are with the State of Wisconsin and the City of Minneapolis. In comparing to the State of Wisconsin, this new position best fits the classification of IS Specialist at \$49K-\$70K annually. In comparing to the City of Minneapolis, the position is most comparable to the IT Specialist with a maximum of \$65K annually.

The profile for the proposed Applications Analyst-Senior is as follows:

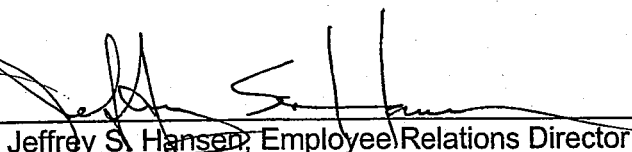
<u>Factor</u>	<u>Level</u>	<u>Points</u>
Impact & Accountability (IA)	9	138
Knowledge & Skills (KS)	9	130
Relationships Responsibility (RR)	7	46
Working Conditions (WC)	1	5
	Total Points	319
	Salary Grade 9 Points: (306-351)	

We therefore recommend that this position be classified as Applications Analyst-Senior in Salary Grade 009. We further recommend authority to recruit up to the 8th step of the salary grade.

Prepared By:


Andrea Knickerbocker, Human Resources Manager

Reviewed By:


Jeffrey S. Hansen, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: June 5, 2001

Incumbent: New Position Department: HEALTH DEPARTMENT

Present	Request
Title: New Position	Title: Chemist II
Salary: Not Applicable	Salary: Pay Range 642((36,806-44,632)
Step: Not Applicable	Source: Health Department
Recommendation: Title : Chemist II Salary: Pay Range 642 (\$36,806 - 44,632) New Rate: NA	
Rationale: This new position is a grant funded position, created in conjunction with the implementation of the Lead Hazard Reduction Grant from U.S. Department of Housing and Urban Development. Based on the level of duties and responsibilities and qualifications required for this position, we find that this position is comparable to other Chemist II positions in the Health Department. Therefore, we recommend that this position be graded and classified as a Chemist II, Pay Range 642.	
History of Position: This new position is grant funded. The new position was approved by Finance and Personnel Committee on December 13, 2000.	

Action Required:

No Action required.

Background:

On May 4, 2001, we received a request from Maria Monteagudo, Health Personnel Officer, to classify this new position. The Department of Employee Relations received the job descriptions for this new position and discussed this position with George Linke, Ph.D., Chief Chemist and Michelle Stein, Human Resources Analyst.

Duties and Responsibilities:

The basic function of the new position is to perform chemical analyses for various programs, which may include Childhood Lead Poisoning Prevention, Environmental Chemistry, Industrial Hygiene and Food and Water Control. In addition, this position assists in the quality control and quality assurance effort of the laboratory. Specifically, the individual filling this position will have the following duties and responsibilities:

Childhood Lead Poisoning Prevention (30%)

- Analyze whole blood specimens for lead concentrations, using the graphite furnace atomic absorption spectrometer.
- Measure hematocrit and hemoglobin concentration on whole blood specimens.
- Test household water samples and other miscellaneous samples, such as supplies for the finger puncture procedure, toys, dishes, etc., for lead content.

Environmental Lead Chemistry (40%)

- Test household dust wipe samples, paint chips, soil and any other material related to lead abatement for lead content, using flame atomic absorption spectrophotometer.

Environmental chemistry (10%)

- Analyze soil and water samples for environmental contaminants, including hydrocarbons, pesticides and PCBs, using gas chromatography with electron capture detection and conventional flame ionization detection.
- Identify various forms of asbestos in bulk solid samples, using polarized light microscopy.
- Count the number of fibers in air samples, using phase contrast microscopy.
- Analyze industrial air samples for contaminants, for example, styrene, breathed by workers.

Food and Water Control (10%)

- Measure fat content of ground beef specimens.
- Measure salt content in smoked fish samples by ion chromatography.
- Measure conductivity and/or resistivity of laboratory water.
- Measure anion concentrations of water samples, for example, fluoride, chloride, nitrate, nitrite, and sulfate, by ion chromatography.
- Measure ammonia, phosphate and turbidity of lake and river waters.

Other General Duties (10%)

- Use appropriate record keeping including quality assurance/quality control for all analytical procedures.
- Assist in the maintenance of records on each instrument.
- Master use of Laboratory Information System.
- Participate in Laboratory safety programs.
- Perform other duties as assigned.

This position has no supervisory responsibility.

The minimum qualifications of this position are a Bachelor of Science Degree with a major in Chemistry, Biochemistry or related physical science field with a minor in chemistry and at least two years of experience in a professional laboratory setting performing analytical procedures at a similar level of complexity as those performed by this classification.

Analysis and Recommendation:

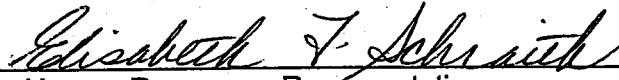
In discussions with Dr. Linke and reviewing the job descriptions of the standard Chemist II position and this position, we found that while this position may have a greater percentage of time in lead chemistry than the other Chemist II positions, this position may also perform the other duties and responsibilities of the current Chemist II.

Chemist II . . . #3

June 5, 2001

We therefore recommend that this position be graded and classified as a Chemist II,
Pay Range 642.

Prepared by:


Human Resources Representative

Reviewed by:


Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: June 5, 2001

Incumbent: James Cigan

Department: Neighborhood Services

Present	Request
Title: Fiscal Officer	Title: Fiscal Officer
Pay Range: S.G. 006 (\$41,572-58,206)	Salary: S.G. 010 (\$53,660-75,125)
Current Rate: Step 7 (\$49,944)	Source: Department
Recommendation: Title : Fiscal Officer Salary: S.G. 008 (\$47,221-66,106) New Rate: \$51,758	
Rationale: The complexity of the accounting function of this position has increased steadily and significantly over the years, in part due to the increased level of funding and greater accountability imposed by grantors, and additionally, in response to internal and external audits. The qualifications necessary to perform satisfactorily in this position have seen a corresponding increase as well.	
History of Position: This grant funded position was reclassified to its present title in January 1972. It was reallocated to Salary Grade 006 in 1988 when the Management Pay Plan was restructured. In January 1999 the position was transferred from the Department of City Development to the newly created Department of Neighborhood Services.	

Action Required:

In the Salary Ordinance under Salary Grade 006, delete the title "Fiscal Officer" and under Salary Grade 008, add the title "Fiscal Officer".

Background: On May 4, 2001, the Department of Employee Relations (DER) received a request to study this position from Martin Collins, Commissioner, Department of Neighborhood Services (DNS). A revised job description accompanied the request. The incumbent, James Cigan, completed a job analysis questionnaire and discussions were held with the incumbent and Schuyler Seager, Deputy Commissioner of DNS.

Duties and Responsibilities

The Fiscal Officer directs the financial and administrative operations of the Neighborhood Improvement Development Corporation (NIDC). (NIDC is non-profit 501(c) and is affiliated with the City of Milwaukee through DNS). The Fiscal Officer establishes policies and direction for all accounting, budgeting, financial reporting, loan servicing, software systems and overall fiscal management including general administrative services. The position requires a thorough understanding of all grant awards and programs that the organization participates in and ensures compliance with all Federal Block Grant, HOME and other regulations. The Fiscal Officer develops financing and investment strategies by interacting with third party lenders. The Fiscal Officer is responsible for approximately \$9 million in housing related program activity annually including development projects with an inventory of about \$2 million. This position is also responsible for managing a \$15 million loan portfolio. The Fiscal Officer presents Senior Management and the Board of Directors with comprehensive financial reports monthly. The specific duties and responsibilities are as follows:

40% Accounting and Fiscal Management

Direct the daily accounting activities of the organization utilizing generally accepted accounting principles. Oversee preparation of monthly Income Statement, Balance Sheet, and Statement of Cash Flow for presentation to Senior Management and Board of Directors. Prepare monthly financial statement forecast. Authorize cash disbursements. Coordinate annual audit of financial statements.

20% Grant Cost, Unit Reporting and Budget Management

Manage the preparation of monthly grant reports for financial reimbursement and unit activity reporting. Assure compliance with Federal Block Grant, HOME and other regulations. Act as liaison with City of Milwaukee – Comptroller and Block Grant offices. Coordinate annual single audit and periodic City of Milwaukee – Comptroller and HUD audits.

Coordinate overall CDBG and HOME grant budget preparation and submission to City of Milwaukee – Block Grant office. Work with program managers to develop financial and activity budgets. Provide periodic reports to assist managers in understanding actual activity as compared to budget. Prepare budget amendments as necessary.

15% Strategic Planning

Work with Housing and Neighborhood Development Manager and program managers to develop new initiatives. Interact with third party lenders to develop strategies that leverage outside financing. Make recommendations for investments. Provide direction for accounting, loan servicing, and program software selection and implementation.

10% Loan Portfolio

Provide oversight and policy direction for loan administration and servicing. Ensure proper accounting for loan activity including derivation of loan loss reserves, write-offs and loan discounts. Provide monthly management reporting of loan portfolio activities.

10% Supervision

Supervise a staff of nine professional and support positions. Establish job descriptions and direct workload and assignments. Hire, train, takes disciplinary action and administers performance reviews.

5% General Administrative Services

Maintain and review Corporation's legal records including contracts with the City of Milwaukee and third parties. Coordinate inter-departmental accounting for payroll, telephone and other City of Milwaukee provided services. Oversee administrative matters. Prepare Board resolutions.

The position reports to the Housing and Neighborhood Development Manager.

Major Knowledge, Skills and Abilities Required:

Experience with sophisticated financial accounting software, loan-servicing software and systems implementation is highly desirable. Experience in non-profit accounting and knowledge of grant funding, particularly Federal Block Grant and HOME is desirable. The position requires excellent communication skills and the ability to make effective presentations to a Board of Directors. A Bachelor's degree in Accounting, Finance, Business Administration or a related field with the Certified Public Accountant designation is required. In addition, eight years of progressively responsible experience in accounting, budgeting, and/or financial reporting including five years of supervisory experience is required.

Standards Used in Determining Reclassification for Management Positions

The first part of the analysis focuses on the changes that have taken place in terms of nature and level of work of the position. If this "significant changes test" is met, then an analysis of the level of work performed is conducted using the job evaluation factors listed below.

The City uses a formal qualitative facto comparison system to evaluate management positions. This system, developed by the consulting firm Cresap, Padgett and McCormick in 1986 requires that each management position be compared to all other positions in each of these four job evaluation factors:

- Impact & Accountability Weighted 45%
- Knowledge & Skill Weighted 35%
- Relationships Responsibility Weighted 15%
- Working Conditions Weighted 5%

The actual process used to evaluate positions is one of careful comparison and contrast of the position under study and related positions on a "factor-by-factor" basis. The other positions used as a basis for comparison usually include those slightly higher and lower in salary grade, those in the same occupational group and those in the same department as the position under study.

Analysis According to Job Evaluation Factors

The following job classifications were selected for comparison based upon the similar nature of work performed in the area of accounting and finance.

This position's present profile is as follows:

<u>Factor</u>	<u>Level</u>	<u>Points</u>
Impact and Accountability (IA)	7	104
Knowledge and Skills (KS)	5	68
Relationship Responsibilities (RR)	5	32
Working Conditions (WC)	1	5

Total Points: 209

Salary Grade: 006 = 201 – 230 points

This position was compared to a sampling of positions in Salary Grades 007, 008, 009, and 010 involved in accounting/fiscal related functions.

<u>TITLE</u>	<u>SG</u>	<u>IA</u>	<u>KS</u>	<u>RR</u>	<u>WC</u>
Water Accounting Manager	10	10	08	10	01
Accountant IV	09	09	09	08	01
Accounting Manager-City Development	08	09	07	06	01
Accounting Manager	07	08	07	06	01

Water Accounting Manager S.G. 010 (DPW)

This position functions as assistant to the Business Manager and directs, guides and supervises the operations of the Accounting, Rates and Finance Section of the Milwaukee Water Works. Additional basic functions include direct administration of centralized payroll, budget preparation and expenditure control for the entire Water Works and control of Water Works inventories plus review and recommendation of policies and procedures regarding the administration of the sewer user charge. The position has charge of accounting work for a water utility having a historical book value in excess of \$400 million and annual revenue of approximately \$60 million.

This position supervises a staff of twenty-one and reports to the Business Manager (S.G. 011).

The position requires a Bachelor's degree in accounting, a minimum of five years experience in utility accounting and the CPA designation.

Accountant IV S.G. 09 (Comptroller)

The basic function of this position is supervision and oversight of the Comptroller's Office, General Accounting Division on a day to day basis. The position prepares the City's Annual Financial Report and advises City departments on proper accounting methods daily, in addition to other activities.

The position supervises a staff of sixteen and reports to the Accounts Director (S.G. 013).

The position requires a Bachelor's degree in Accounting from an accredited college or university.

Accounting Manager-City Development S.G. 008

This position is responsible for managing staff resources required to administer the automated accounting systems of the Housing Authority, Redevelopment Authority, and City programs administered by the Department of City Development.

The position supervises a staff of eleven and reports to the Budget and Management Reporting Manager (S.G. 011).

The position requires a college degree with a major in Accounting, Business Management, or closely related field. It requires four to six years of high-level management accounting experience with some experience in budget preparation and/or financial administration, including two years in a supervisory position. Experience in accounting systems and procedure development, knowledge of data processing and HUD requirements. CPA certification required. Certified Government Financial Manager professional designation highly desirable.

Accounting Manager S.G. 007 (Milwaukee Public Library)

This position provides professional accounting and financial management services for all library activities, including supervision of staff and resources necessary to administer required accounting systems.

The position supervises a staff of eight and reports to the Business Operations Manager (S.G.009).

The position requires a Bachelor's Degree with a major in Accounting, Economics, Business Administration, or a closely related field, plus four years of progressively responsible management accounting experience, including involvement in budget preparation and /or financial administration and two years of supervisory experience in a business office environment.

Impact and Accountability

The position reports to the Housing and Neighborhood Manager (S.G. 013) who assesses work methods and techniques through performance measures and productivity analysis. However, the position functions as the Chief Financial Officer of NIDC and as such, the work of the incumbent is primarily self directed and is reviewed by third parties, i.e. audit firms, Comptroller's Office and Block Grant Offices.

The impact and accountability recommendation for the position under study is level 9, which is the same level as the Accountant IV and Accounting Manager-City Development and higher than the Accounting Manager position. It does not ascend to that of the Water Accounting Manager, which is at level 10.

Knowledge and Skills

The minimum level of education required for the position under study is a Bachelor's degree in Accounting, Business Management, or a closely related field, a CPA designation and several years of high-level management accounting and staff supervision experience. These requirements compare quite favorably to those of the Accounting Manager-City Development position. The functions of the positions as they relate to grants and reporting requirements are similar as well. Both operate with a high degree of independence in accounting related matters and each has significant decision making authority. Each supervises management level accountants and support staff.

The recommended Knowledge and Skills (KS) rating for this position is level 07, which is the same as the Accounting Manager and Accounting Manager-City Development positions. The Water Accounting Manager and Accountant IV positions require a greater breadth of knowledge and are rated 8 and 9, respectively.

Relationships Responsibility

The position requires ongoing and frequent contacts with managers and officials in City government and clients, grantors, banks and lending institutions, legal firms and contractors outside of City government.

Once again, the ranking for this position closely matches the Accounting Manager and Accounting Manager-City Development positions at the recommended level of 06. It does not ascend to the level of the Water Accounting Manager which is rated 10 or the Accountant IV position which is rated 8. These two positions are considerably broader in scope and the working relationships required to meet the challenges of those positions and to perform satisfactorily warrant the higher ratings.

Working Conditions

All of the positions analyzed work primarily in an office setting, therefore, working conditions are not a significant factor in determining the classification. The

recommended Working Conditions (WS) rating continues to be level 01.

Recommendation

The analysis revealed the appropriate classification for this position is Fiscal Officer, Salary Grade 08.

The new rating for the position is shown below:

	<u>Recommended Level</u>
Impact and Accountability	09 (138)
Knowledge and Skills	07 (94)
Relationships Responsibilities	06 (38)
Working Conditions	01 (05)
Total Points	275
Salary Grade	08
Salary Grade 008: 266-305	

Prepared by: M. Abdallah
Muhammad I. Abdallah, Human Resources Representative

Reviewed by: Jeffrey Hansen
Jeffrey Hansen, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: June 5, 2001

Incumbent: PATSY BETLEY Department: DPW - Infrastructure Services Division

Present	Request
Title: Communications Assistant III	Title: Communications Assistant V Source: Department
Pay Range: 445 (\$29,259 - \$32,378)	Pay Range: 460 (\$31,324 - \$35,106)
Current Rate: Step 5 (\$32,378)	Source: Agreement between the City of Milwaukee and Milwaukee District Council 48 (D.C. 48), AFSCME, AFL-CIO, effective January 1, 1999 through December 31, 2000.
<p>Recommendation:</p> <p style="margin-left: 40px;">Title: Program Assistant I Pay: Pay Range 460 (\$31,324 - \$35,106) New Rate: \$32,900</p>	
<p>Rationale: In accordance with Section 25.17.f. of the Agreement between the City of Milwaukee and Milwaukee District Council 48 (D.C. 48), AFSCME, AFL-CIO, effective January 1, 1999 through December 31, 2000, the City agreed to complete a classification study of the Communications Assistant III position occupied by Patsy Betley. The position is in the Department of Public Works (DPW) Infrastructure Services Division, Infrastructure Support Services Plant and Equipment Unit. The stated purpose of the study is to determine if significant changes have taken place in the level of duties, knowledge and responsibilities, and if so, to determine the appropriate rate of pay and title.</p>	
<p>History of Position: This position was last reviewed in 1996. The duties and responsibilities of Patsy Betley, Clerk Dispatcher I, were evaluated at that time. The Clerk Dispatcher I position, Pay Range 445, was subsequently reclassified to a Communications Assistant III, Pay Range 445, on July 12, 1996. The effect was a change in title only; there was no increase in pay.</p>	

Action Required:

In the 2001 Salary Ordinance, no change needed.

In the 2001 Positions Ordinance, under Department of Public Works - Infrastructure Services Division, Field Operations - Support Services Decision Unit, Plant and Equipment, delete one position titled "Communications Assistant III" and under Department of Public Works - Infrastructure Services Division, Field Operations - Support Services Decision Unit, Plant and Equipment, add one position titled "Program Assistant I."

Background:

As indicated under "Rationale," above, this study was precipitated by language in a collective bargaining agreement between the City and D.C. 48, AFSCME, AFL-CIO. The Department of Employee Relations received a complete job analysis questionnaire and current job description by May 22, 2001. Discussions about the position were subsequently held with the incumbent, Patsy Betley, and with Michael Nessmann, DPW Infrastructure Support Services Manager.

Duties and Responsibilities

The basic function of this position is to organize the workflow, provide central communication and accurate recordkeeping for DPW Infrastructure Services Division, Field Operations' Streets and Bridges and Support Services activities at Traser Yard. Dispatch Street Maintenance repair crews at Traser Yard. Prepare and process daily and other reports regarding Traser Yard personnel activities and equipment usage.

Specific duties and responsibilities include:

- Receive work requests from Field Operations' main office, District Managers, District engineers, Police, other City departments and citizens. These requests include all types of work involving Field Operations' personnel (e.g., repair of utility cuts and trenches, hole patching, installing permanent and temporary barricades, concrete sawing and grinding, main breaks, graffiti removal, etc.) and also some requests that need to be forwarded to other City agencies.
- Receive and transmit phone and radio messages to/from up to twenty field crews, division supervisors, main office, other City agencies, division employees and private citizens.
- Function as a liaison between crew leaders, supervisory personnel and main office.
- Prepare computer and hard copy records which track personnel assignments and work performed including preparing timesheets/payroll time entry for employees, investigations for City Attorney claims, and other permanent records of assignments and work, assign proper job order numbers. Prepare equipment time reports and daily equipment usage reports for all equipment used by personnel at Traser Yard.
- Assist the Plant and Equipment Repair Supervisor in daily coordination of all Street Maintenance vehicles and power equipment for field crews.

- Type schedules, reports, notices and letters as needed at Traser Yard.
- Enter data using computer systems and programs (e.g., MIPS, People Soft Human Resources, spreadsheets, etc.).
- Order office supplies for Street and Bridge office and field crews and maintain proper inventory levels.
- Assign personnel to respond to routine and emergency service requests in the absence of Infrastructure Support Services Manager and perform other duties as assigned.

Supervision Received

Work assignments are outlined as needed. Review and approval is intermittent as needed by the Infrastructure Support Services Manager. This position works independently on many duties with minimal supervision and review.

Supervision Exercised

The Communications Assistant III assigns duties in the absence of the Infrastructure Support Services Manager.

Minimum Requirements

The minimum requirements on the job description provided for this position are: six months experience at the Labor Crew Leader level (PR 235) or in a clerical position (PR 425 or above); advanced knowledge of computer operations, ability to satisfactorily perform routine typing assignments, knowledge of Milwaukee's street and alley system, and above-average interpersonal communication skills, including a pleasant telephone personality.

Communications Assistant Series (Current)

The primary function of positions in the Communications Assistant series is to facilitate the transfer of information between City operations and its internal and external customers. The importance of this role and the amount of time spent in communications are what distinguish these positions from other office positions in City government. Communications Assistants spend *virtually all of their time* obtaining information from various sources and conveying information to others using a variety of communications devices and in direct fact-to-face contact. Positions may communicate with either internal or external customers. Positions in this series may be assigned secondary duties (i.e., record keeping, greeting visitors, etc.), but the performance of the primary function generally takes precedence over secondary duties. It is expected that interruptions during the performance of secondary duties may be frequent.

Program Assistant Series (Recommended)

It is recommended that this position be reclassified to a Program Assistant I. Positions assigned to the Program Assistant series perform a variety of office support and administrative work in support of a program or distinct area of operations within a City department. As used here the term "program" is intended to be broad in application, encompassing the work of a bureau, division, section, or specific program within a department. The duties and responsibilities of each Program Assistant are specific to each job assignment.

The level of work performed by Program Assistants is characterized as semiprofessional. As such, the Program Assistant series serves as a bridge between a number of office support job series and *bona fide* professional occupations, such as Management Accountant and Administrative Specialist, requiring a bachelor's degree or equivalent.

In this series, positions requiring the knowledge, skills, and abilities equivalent to that of a bachelor's degree have been assigned to the "II" level. Commensurate with their higher level of knowledge and skill, Program Assistants II also exercise a greater amount of responsibility, also known as impact and accountability, than those assigned to the "I" level.

A Program Assistant I performs duties and responsibilities to support the work of professionals and/or managers in a specific area of operations or program within a City department. Requires good working knowledge of policies and procedures associated with a particular program or area of operations and significant on-the-job work experience in the area. Carries out duties and responsibilities *very independently*. Consults with managers and professionals regarding unusual situations requiring the interpretation of policies.

An example of a Program Assistant I position is a position in the Milwaukee Water Works, Business Section, Billing Services Unit. The basic function of this position is to maintain time-keeping records, answer routine customer inquiries and complaints, requisition goods and services, maintain budget records, set up new water utility accounts and schedule routes for eighteen meter readers in the Meter Reader Supervisor's absence.

Factors Used in Determining Classification of Non-Management Positions

The factors that are considered when determining the proper classification and grade for a non-management position are knowledge, level of responsibility, effort, and working conditions. Titles should be descriptive of the general duties and responsibilities and indicative of its level. Consideration is given to the title and level of positions with similar duties and responsibilities.

Analysis of Job Classification Factors

The responsibilities of this position have expanded. Communication and dispatching duties compose approximately fifty percent of the job. The scope of the communications aspect had previously entailed Street Maintenance and some Sewer Maintenance. A reorganization impacted the position in two important respects. First, the portion of the position that entailed communications responsibilities broadened to include a much greater range of all DPW field operations (e.g., bridges, electrical services, support services).

Secondly, an Assistant Asphalt Plant Supervisor position was eliminated. The effect was an increase in the operations planning and organizing, record keeping and data collection responsibilities of this position, the only clerical/support staff person at the work location, Traser

Yard, 152 North 6th Street. Remaining supervisors are often in the field. The incumbent of this position is frequently expected to function very independently and to make decisions regarding employees, equipment, assignments, and various emergency and routine services. The greater independence and responsibility requires greater knowledge and understanding of operations in the Division, Department and the City.

The knowledge, level and scope of responsibility, and effort required of the position under study have increased. The position has important communications responsibilities, but is not primarily a communications/dispatching position. A comparison could be made to the Communications Assistant V level. These positions, located in the Control Center of the Milwaukee Water Works, also function independently. However, these positions are primarily communications/dispatcher positions that cover rotating shifts.

This position operates very independently. The position performs a variety of office support, administrative, work flow planning, and communications work in support of the operations of DPW Infrastructure Services Division, Field Operations - Support Services.

Recommendation

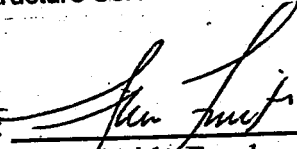
The knowledge, responsibility level, effort and working conditions of the Communications Assistant III position under study warrant a reclassification to Program Assistant I, Pay Range 460.

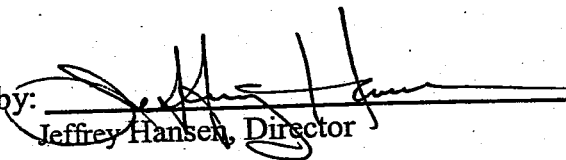
This report recommends that the appropriate classification and pay range for this new position is:

Program Assistant I, Pay Range 460.

Communications Assistant III
DPW - Infrastructure Services Division

June 5, 2001

Prepared by: 
Steve Smith, Employment Administrator

Reviewed by: 
Jeffrey Hansen, Director