



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Renee Joos
Employee Benefits Director

Nicole Fleck
Labor Negotiator

June 8, 2018

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

RE: Common Council File Number 180266

Dear Committee Members,

The following classifications and pay recommendations will be submitted to the City Service Commission meeting on June 12, 2018.

Assessor's Office

Current	Recommendation
Office Assistant III PR 6FN (\$34,717 - \$38,406) One Position	Property Assessment Technician PR 3IN (\$43,298 - \$51,734) One Position

DPW – Water Works

Current	Recommended
Customer Service Representative III PR 6HN (\$37,830 - \$41,863)	Customer Service Representative III PR 6HN (\$37,830 - \$41,863) Additional 5% when designated as a leadworker

Sincerely,

Maria Monteagudo
Employee Relations Director

Attachments: Job Evaluation Reports
Fiscal Note



C: Steve Miner, Ghassan Korban, Jennifer Gonda, Mark Scheller, Dan Thomas, Dawn Crowbridge, Grace Gates, Shannon Goodwin, Dennis Yaccarino, Nicole Fleck, Bill Christianson, Nicholas Sinram, Ken Wischer



JOB EVALUATION REPORT

City Service Commission Meeting: June 12, 2018

Assessor's Office

Current	Recommendation
Office Assistant III PR 6FN (\$34,717 - \$38,406) One Position	Property Assessment Technician PR 3IN (\$43,298 - \$51,734) One Position

Steve Miner, Commissioner of Assessments, has requested to repurpose a vacant Office Assistant III position to a Property Assessment Technician in the Real Property section of the Assessor's Office. While studying this position, staff analyzed job descriptions and held discussions with management representatives.

The position recommended would be responsible for maintaining property ownership and legal description records within the Assessor's Office's Computer-Assisted Mass Appraisal (CAMA) system. Duties and responsibilities of the position are listed below.

- 40% Identify documents that trigger changes in property boundaries and/or legal descriptions, and determine when such changes should be recorded in assessment roll.
- 40% Manage property records in the Assessor's Office's CAMA system by updating, dropping, and adding new records to the assessment roll to reflect changes in property boundaries and/or legal descriptions. This task includes assigning tax keys and writing new legal descriptions for affected properties as well as maintaining records of new subdivisions, certified survey maps, and condominiums.
- 5% Verify property descriptions on real estate transfer returns and deeds through various legal sources and/or GIS software/web maps.
- 5% Meet with the public and employees of governmental agencies on matters involving discrepancies in property descriptions and other related problems concerning real property.
- 5% Coordinate property data with City staff in other departments and participate in intra- and inter-departmental meetings.

Minimum requirements include two years of experience dealing with real estate title work and/or land descriptions, experience as a lister or abstractor, or experience performing duties closely related to the essential functions above. An associate's or bachelor's degree in real estate or a closely related field from an accredited college/university is desirable. These requirements have not yet been assessed by the Staffing Division.

Analysis and Recommendation

The requested position is one that the department formally had in place; its previous titles being Property Records Drafting Technician IV and Property Assessment Technician, respectively. In 2013, the position of Property Assessment Technician was reclassified to Property Systems Administrator with some duties and responsibilities distributed to other positions within the department. The amount of combinations and divisions of real estate parcels has peaks and valleys (depending on the real estate cycle) and the position was eliminated when the real estate cycle was declining.

Now in 2018, we are on the uphill part of the cycle with more of these happening each year. Real estate development activity in the city is currently very high and, with each new development, land divisions and combinations are a common occurrence. The City is continually selling vacant lots and almost all of these land sales require a division and multiple combinations of parcels. There are typically 200 to 300 of these legal description changes per year. The Assessor's Office has tried various methods of getting the work completed but the present workload is too high to disperse it among current staff members.

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

<i>Title:</i> Engineering Drafting Technician II <i>Pay Range:</i> 3FN (\$38,508 - \$47,171) <i>Department:</i> DPW – Infrastructure	<i>Function:</i> Prepare computer-generated drawings, process Diggers Hotline tickets, maintain records, data entry, and order/compile/file/distribute info for City contracts.
<i>Title:</i> Public Works Inspector I (Underfill Title) <i>Pay Range:</i> 3HN (\$43,733 - \$50,649) <i>Department:</i> DPW – Infrastructure	<i>Function:</i> Inspect the installation/construction of DPW projects, see OSHA requirements carried out, keep daily progress reports, and be responsible for contractors.
<i>Proposed Title:</i> Property Assessment Technician <i>Pay Range:</i> 3IN (\$43,298 - \$51,734) <i>Department:</i> Assessor's Office	<i>Function:</i> List real property, maintain property records, assign tax keys, write legal descriptions, and verify property descriptions on real estate transfer returns/deeds.
<i>Title:</i> Assessment Technician I (Underfill Title) <i>Pay Range:</i> 3IN (\$43,298 - \$51,734) <i>Department:</i> DPW – Infrastructure	<i>Function:</i> Prepare special assessment estimates for paving projects and answer inquiries related to special assessments, setbacks, and existing pavements.
<i>Title:</i> Property Appraiser <i>Pay Range:</i> 2DN (\$49,568 - \$59,498) <i>Department:</i> Assessor's Office	<i>Function:</i> Evaluates all classes of property, perform assessment reviews, investigate appeals, and make recommendations to the Board of Assessors.

In reviewing these positions, it has been determined that the position of Property Assessment Technician should fall within Pay Range 3IN (\$43,298 - \$51,734). It is most comparable to the Assessment Technician I underfill title, also within Pay Range 3IN. These positions both deal with the assessment of properties, making sure regulations are followed and kept up to date, and representing the City of Milwaukee to the public and other government agencies. The Property Appraiser in Pay Range 2DN (\$49,568 - \$59,498) performs a much higher level work and has more responsibility than the proposed Property Assessment Technician, which requires analytical skills and knowledge of applying cost, market, and income approaches to value. However, the writing of legal descriptions, settling property discrepancies, and listing of real property set the Property Assessment Technician above the Engineering Drafting Technician II in Pay Range 3FN (\$38,508 - \$47,171) and Public Works Inspector I in Pay Range 3HN (\$43,733 - \$50,649). We have found that these lower level positions contain more support-related functions and have less accountability than the proposed Property Assessment Technician.

The title of "Property Assessment Technician" that the department had in the past still aligns with the technician rates of pay section of the Salary Ordinance as well as the property assessment duties of this position. Therefore, we recommend that one position of Office Assistant III in Pay Range 6FN (\$34,717 - \$38,406) be reclassified to Property Assessment Technician in Pay Range 3IN (\$43,298 - \$51,734).

Action Required – Effective Pay Period 15, 2018 (July 15, 2018)

In the Salary Ordinance

Under Pay Range 3IN:


Add the title of "Property Assessment Technician".

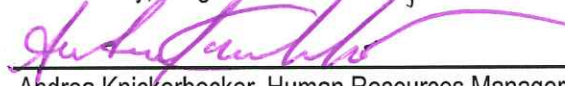
In the Positions Ordinance


Under the Assessor's Office, Real Property:

Delete one position of Office Assistant III".

Add one position of "Property Assessment Technician".

Prepared by: 
Derek Reilly, Program Assistant II

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Montegudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting: June 12, 2018

DPW – Water Works

Current	Recommended
Customer Service Representative III PR 6HN (\$37,830 - \$41,863)	Customer Service Representative III PR 6HN (\$37,830 - \$41,863) Additional 5% when designated as a leadworker

Background and Analysis

The Department of Public Works-Water Works indicated that from approximately September 1st through December 1st each year there is an increase in the volume of work for the Customer Service Representative positions due to the annual tax toll process. Temporary employees are generally brought in to help with this additional work. The department wishes to designate one or two of the Customer Service Representative III positions as a leadworker to assist with oversight and guidance to the temporary workers. When designated as a leadworker the duties and responsibilities would be as follows;

- 35% Perform all regular duties of a Customer Service Representative III position including handling counter and/or telephone customer interactions; cashiering and office duties in response to customer inquiries; and responding to requests for services, account status, billing, and payments.
- 20% Provide guidance to staff in handling challenging customer interactions; and work to resolve interactions before they escalate and require the attention of the Water Customer Service Manager.
- 20% Assist with customer Deferred Payment Agreements (DPA), which average over 1,500 applications for each tax roll season.
- 15% Perform preliminary research and prepare a response to city and state Public Service Commission (PSC) complaints for review and submittal by the Water Customer Service Manager.
- 10% Monitor customer contact coverage levels; make day-to-day adjustments as required to maintain appropriate phone and counter coverage; and perform other duties as assigned.

Originally, the department requested two auxiliary Customer Service Representative–Lead positions to assist with the additional workload. With this footnote the department will have more flexibility in designating current employees as leadworkers and the ability to provide compensation for these additional duties. Based on a review of the Salary Ordinance, we recommend compensation of an additional 5%. For example, the title of Senior Property Appraiser in Pay Range 2HN has a footnote that provides an additional 5% when performing the functions of a “Project Leader”.

Recommendation

We therefore recommend adding the following footnote to the title of Customer Service Representative III in Pay Range 6HN (\$37,830 - \$41,863).

“An employee in DPW-Water Works who is designated by the Water Works Superintendent to be a leadworker shall receive an additional 5% while performing those functions.”

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

In the Salary Ordinance

Under Pay Range 6HN:

Add the footnote designation "(8)" to the title of "Customer Service Representative III" to read as follows "(8) An employee in DPW-Water Works who is designated by the Water Works Superintendent to be a leadworker shall receive an additional 5% while performing those functions."

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

Reviewed by: Andrea Knickerbocker
Andrea Knickerbocker, Human Resources Manager

Reviewed by: M. Montez
Maria Montezagudo, Employee Relations Director



City of Milwaukee Fiscal Impact Statement

A

Date 6/08/18 **File Number** 180266
Subject Classification and pay recommendations submitted to the City Service Commission for June 12, 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.

G

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

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

I

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

J

Additional information.

**Department of Employee Relations
Fiscal Note Spreadsheet**

Finance and Personnel Committee Meeting of June 13, 2018
City Service Commission June 12, 2018

NEW COSTS FOR 2018

No. Pos.	Dept	From	PR	To	PR	Present Annual	New Annual	New Costs	Rollup	Total Rollup+ Sal
1	Assessor's Office	Office Assistant III	6FN	Property Assessment Technician**	3IN	\$34,717	\$43,298	\$3,960	\$810	\$4,770
1	DPW - Water Works	Customer Service Representative III	6HN	Customer Service Representative III*	6HN	N/A	N/A	N/A	Footnote Designation Only	
2								\$3,960	\$810	\$4,770

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

** Assume effective date is Pay Period 15, 2018 (July 15, 2018).

NEW COSTS FOR FULL YEAR

No. Pos.	Dept	From	PR	To	PR	Present Annual	New Annual	New Costs	Rollup	Total Rollup+ Sal
1	Assessor's Office	Office Assistant III	6FN	Property Assessment Technician	3IN	\$34,717	\$43,298	\$8,581	\$1,755	\$10,336
1	DPW - Water Works	Customer Service Representative III	6HN	Customer Service Representative III	6HN	N/A	N/A	N/A	Footnote Designation Only	
2								\$8,581	\$1,755	\$10,336

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