



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Troy M. Hamblin
Labor Negotiator

September 13, 2010

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

Dear Committee Members:

Re: Common Council File Number 100576

The following classification and pay recommendations were approved by the City Service Commission on **August 3, 2010**:

In the Health Department, one position of Communicable and Infectious Disease Program Supervisor, Salary Grade 07 currently held by Irmine Reitl was reclassified to Communicable and Infectious Disease Program Manager, Salary Grade 09.

The following classification and pay recommendations were approved by the City Service Commission on **September 7, 2010**:

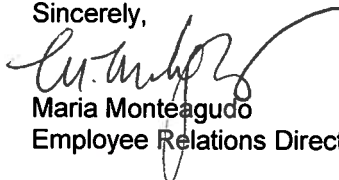
In the Assessor's Department, 2 new (0.5 FTE) Grant Funded Positions were classified to Senior Property Appraiser, Pay Range 588.

In the Department of Public Works-Infrastructure Division, one position of Recreational Facilities Coordinator, Pay Range 607 was retitled to Facilities Project Coordinator, Pay Range 607.

In the Department of Public Works – Water Works, one vacant position of Management Accountant-Senior, Salary Grade 04 was reclassified to Water Revenue Collections Supervisor, Salary Grade 06.

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

Sincerely,



Maria Monteagudo
Employee Relations Director

MM:fcw

Attachments: 4 Job Evaluation Reports
2 Fiscal Notes

C: Mark Nicolini, Renee Joos, James Carroll, Troy Hamblin, Nicole Fleck, Joe Alvarado, Bevan Baker, Raymond Weitz, Raquel Filmanowicz, Paul Biedrzycki, Irmine Reitl, Mary Reavey, Peter Weissenfluh, Jeffrey Mantes, Preston Cole, Dan Thomas, Jeffrey Polenske, Venu Gupta, Carrie Lewis, Laura Daniels, Earl Smith, Richard Abelson, John English, Kenneth Wischer, Bill Mollenhauer, Daniel Panowitz, and Calvin Lee (DC 48)

JOB EVALUATION REPORT

City Service Commission Meeting Date: August 3, 2010

Department: Health

Current	Requested	Recommended
Communicable and Infectious Disease Program Supervisor SG 07 (\$53,519 - \$74,922) Incumbent: Irmine Reitl	STD/HIV/TB Program Manager	Communicable and Infectious Disease Program Manager SG 09 (\$60,809 - \$85,129)

Action Required

In the Salary Ordinance, under Salary Grade 07, delete the title "Communicable and Infectious Disease Program Supervisor" and under Salary Grade 09, add the title "Communicable and Infectious Disease Program Manager".

In the Positions Ordinance, under Health Department, Disease Control and Environmental Health Services Division, Sexually Transmitted Disease Clinic, delete one position of "Communicable and Infectious Disease Program Supervisor (X) (Y)" and add one position of "Communicable and Infectious Disease Program Manager (X) (Y)".

Background

In a letter dated March 3, 2010 Raquel Filmanowicz, Health Operations Administrator, requested a reclassification study of the position of Communicable & Infectious Disease Program Supervisor in Salary Grade 07 in the Disease Control and Environmental Health Services Division. The department submitted a new job description and discussions were held with the incumbent, Irmine Reitl; the supervisor of the position, Paul Biedrzycki, Disease Control and Prevention Manager; and Ray Weitz, Health Personnel Officer.

Duties, Responsibilities and Requirements

The basic function of this position is to provide leadership, management, and supervisory oversight of the Milwaukee Health Department (MHD) comprehensive Sexually Transmitted Disease (STD) Clinic, Human Immunodeficiency Virus (HIV) Program, STD/HIV field operations, Tuberculosis (TB) Control Clinic, and associated epidemiology and surveillance activities; oversee and promote prevention programs; and participate in strategic planning with other governmental and/or community organizations to achieve the goals and outcomes of the MHD. The specific duties and responsibilities include the following:

- 55% Program Management, Administration, and Development – establish and monitor program goals, direction and outcomes; analyze local and national data to determine disease trends and design appropriate prevention and intervention service; develop, implement and evaluate STD/HIV/TB strategic plans and outcomes for the MHD and Milwaukee community; provide direction, set priorities, and ensure adequate resource

allocation that allows Milwaukee's program to move forward in concert with national objectives and keep abreast of STD/HIV/TB initiatives; serve as primary spokesperson for the STD/HIV/TB programs in the MHD; collaborate with staff from a variety of MHD programs to integrate STD/HIV/TB services in the community; collaborate on and direct multiple grants to assure goals, objectives and outcomes are met; work closely with the MHD Associate Medical Director, STD Public Health Nurse Coordinator, Center for Disease Control (CDC) Field Operations Manager, TB Medical Consultant, TB Public Health Nurse Coordinator to assure clinic, field, and surveillance protocols are current and enforced; assist in preparation and monitoring of grant applications and budgets; assist with contract negotiations; develop and monitor contracts with professionals and community based organizations (CBO); prepare reports, briefings, and updates as necessary; facilitate clinical learning experiences and site visits for program partners and grantors; assure appropriate program staff composition; interact with City government units, non-City agencies and CBO's as necessary; provide professional expertise to research project proposals and undertakings; manage equipment and supply needs of the clinics; develop, implement, and maintain all STD/HIV/TB policies, protocols and procedures consistent with State and Federal guidelines; coordinate appropriate enforcement of local and State public health regulations associated with TB control within the community; coordinate appropriate medical oversight, prevention, and intervention activities within the TB Control Clinic (TBCC); and oversee refugee screening and related medical access and care referrals through the TBCC.

- 30% Supervision – direct and supervise staff in the STD/HIV/TB areas; oversee all daily clinical and administrative duties associated with the STD and TB clinics; oversee activities of CDC supervisory staff (3) assigned to the STD/HIV/TB Program including the Field Operations Manager, First Line Supervisor, and Special Projects Coordinator; assure appropriate staffing and scheduling to meet the needs of the Program; conduct interviews and make recommendations for hiring, evaluation and promotion of program staff; assess work performance and provide mentoring, staff development, and training as necessary; promote professional development and accountability in a supportive environment; work with the Health Personnel Officer regarding personnel issues; function as the Keenan Health Center building manager; work with maintenance supervisor and staff to address special events such as press conferences, elections, "Shoo the Flu" activities, and interior and exterior buildings and grounds issues; coordinate and direct security staff to assure safety and security of staff, visitors, and clients; and provide on-sight supervisory support to assist the Women, Infant and Children (WIC) Program, Family Health Clinic and Walk-In Clinic activities.
- 10% Community Leadership – collaborate with the MHD STD/HIV/TB management team, local Health Departments, State of Wisconsin Division of Health, Medical College of Wisconsin, Children's Hospital of Wisconsin, ARCW, and other community health centers, managed care organizations, physician networks, and private physicians to assure program goals are met; provide leadership to the MHD regarding the prevention of STD/HIV/TB; coordinate efforts with other coalitions and initiatives and draw on available sources for technical assistance; identify, recruit, develop, support, and maintain primary partners around STD/HIV/TB awareness and service delivery; and advocate for community empowerment and ownership of STD/HIV/TB issues and long term infrastructure improvements.

- 5% Emergency Preparedness and Other Duties – provide training and preparedness for public health emergencies when directed by the Director of Disease Control and Environmental Health and perform other duties as assigned.

Requirements include a Master's Degree in Administration, Community Health, Health Education, Human services, Management, Nursing, Public Health, Social Work or related field; and three years of experience in community health, education, health education, human services, nursing, public health, or social work, with at least two years of program management or supervision in the areas of program planning, budget development and monitoring, contract development, staff development, team management and quality assurance. Equivalent combinations of education and experience may also be considered.

Analysis

This position has experienced a significant increase in duties and level of responsibility. Previously, there were two positions of Communicable & Infectious Disease Program Supervisor in Salary Grade 07 located at the City's Keenan Health Center. The position under study had responsibility for Tuberculosis and Communicable Disease programs (TB/CD) and the other position had responsibility for the Sexually Transmitted Disease and Human Immunodeficiency Virus (STD/HIV) programs. The other position was eliminated in the 2009 budget and the position under study now has responsibility for all four programs.

Previously the position under study supervised 13 positions and now supervises 30 positions. This has included an increased responsibility related to preparing and monitoring grants and contracts with federal and state agencies; and with developing and streamlining the processes associated with the billing initiatives and revenue sources. Other changes include a greater emphasis on strategic planning including developing, implementing and evaluating strategic plans and outcomes, assuring adequate resource allocations, establishing program goals, analyzing data to determine disease trends and design appropriate prevention and intervention strategies, providing data and analysis for the Mayor's Accountability in Management (AIM) initiative, testifying before the Common Council Finance and Personnel and Public Safety Committees regarding these programs, and acting as a primary spokesperson for these programs.

With these changes the position is more comparable to other positions in the Health Department that have similar supervisory and program responsibilities such as the Family and Community Health Operations Manager and the Home Environmental Health Manager described below.

Family and Community Health Operations Manager in SG 09

Helps develop, implement, manage, and evaluate evidence-based programs for the Milwaukee Health Department (MHD) Family and Community Health Division which includes home visiting services to at-risk families; the Women, Infant and Children (WIC) nutrition program; the Medical Assistance Outreach Program; the Adolescent Community Health program; and other programs; supports the Division Director by overseeing specific program areas and working to streamline and improve across the board internal processes; works closely with Program Managers, the Business Operations Manager, the Director of Nursing, and the Chief Medical Officer to achieve goals; forges partnerships within the Milwaukee community; represents the MHD in area coalitions and networks; and has responsibility for 31 employees.

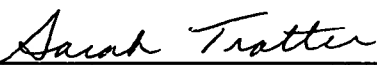
Home Environmental Health Manager in SG 09

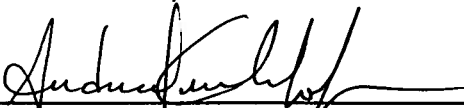
This position provides leadership for all activities of the Home Environmental Health Division which includes the Childhood Lead Poisoning Prevention Program, asthma and unintentional household injuries. These activities include community and program needs assessment, program planning for improvement and expansion, program coordination, staff supervision, leadership, program evaluation, and research activities. This position is also responsible for securing resources (grant writing), developing and maintaining numerous collaborative relationships, policy development and consultation, and oversight of 34 employees.

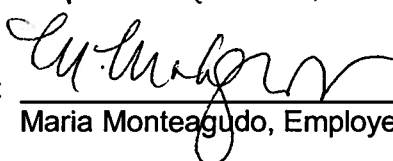
We recommend the title Communicable and Infectious Disease Program Manager since the title still reflects the general area of work and the word "Manager" rather than "Supervisor" indicates the greater emphasis on overall management and strategic planning.

Recommendation

We therefore recommend that this position be reclassified from Communicable & Infectious Disease Program Supervisor in Salary Grade 07 to Communicable & Infectious Disease Program Manager in Salary Grade 09.

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 Date: September 7, 2010

Department: Assessor's Office

Current	Request	Recommendation
2 New Grant Funded Positions (0.5 FTE)	Senior Property Appraiser (0.5 FTE) 2 positions PR 588 \$47,637 - \$74,036	Senior Property Appraiser (0.5 FTE) 2 positions PR 588 \$47,637 - \$74,036

Action Required

In the Positions Ordinance, under Assessor's Office, Assessment Division, Real Property, add two positions of "Senior Property Appraiser (0.5 FTE)."

Background

The Department of Employee Relations has received a request from Mary Reavey, Assessment Commissioner to classify two new part-time CDBG grant-funded positions. In studying this request, the staff reviewed a job description prepared by the Department and held discussions with Mary Reavey, Assessment Commissioner.

Duties and Responsibilities

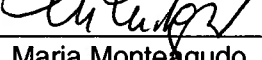
The Assessor's Office has received grant funding for two part-time positions that will work on a Property Inspection Program in CDBG Neighborhoods. The objective of this project is to preserve the integrity and perception of neighborhoods that have high foreclosure rates.

The duties and responsibilities of these two positions will be in line with other Property Appraiser Seniors (Pay Range 588) in the Assessors Office and will be responsible for the valuation of all classes of property. These two new positions will identify and capture the physical condition of foreclosed properties and thereby eliminate comparison of these properties to other non-foreclosed property in the neighborhoods. The classification requires a Bachelor's Degree from an accredited college of university with a major in Real Estate, Business Administration, Economics, Finance, Urban Planning or related field; two years of experience as property appraiser; and Certification by the State of Wisconsin at the Assessor II level. Equivalent combinations of training and experience may be considered.

Analysis and Recommendation

These two new grant funded positions will perform the duties of the current Property Appraiser Senior classification within the context of the Property Inspection Program in CDBG Neighborhoods. We therefore recommend that these two positions be classified as Property Appraiser Senior in Pay Range 588.

Prepared By: 
Andrea Knickerbocker, Human Resources Manager

Reviewed By: 
Maria Montenegro, Employee Relations Director

Job Evaluation Report

City Service Commission Date: September 7, 2010

Department: DPW-Infrastructure Division

Current	Request	Recommendation
Recreational Facilities Coordinator PR 607 \$64,697 - \$77,134	Facilities Projects Supervisor PR 607 \$64,697 - \$77,134	Facilities Project Coordinator PR 607 \$64,697 - \$77,134

Action Required

In the Salary Ordinance, under Pay Range 607, delete the title "Recreational Facilities Coordinator" and add the title "Facilities Project Coordinator".

In the Positions Ordinance, under Department of Public Works-Infrastructure Services Division, Facilities Development and Management Section, Architecture Planning and Decision Unit, delete one position of "Recreational Facilities Coordinator" and add one position of "Facilities Project Coordinator".

Background

The Department of Employee Relations has received a request from DPW-Infrastructure Services Division to change the title of one position of Recreational Facilities Coordinator within the Facilities Development and Management Section of the Infrastructure Services Division. In studying this request, the staff reviewed a job description prepared by the Department and held discussions with Venu Gupta, DPW-Infrastructure Services Division.

Changes to Duties and Responsibilities

This position will be responsible for planning, design, coordination and project management of projects in the Facilities Development and Management Section. Responsibilities will include projects such as coordinating recreational facilities capital improvement projects; designing, coordinating and administering facility remodeling projects; creating project drawings and specifications; and inspecting facility conditions including facades. Previously the position responsibilities were focused on project management of recreational facilities.

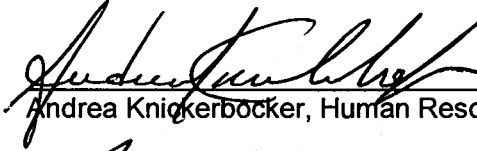
Project management responsibilities continue to include oversight of the technical work of Program Assistants, Engineering Drafting Technicians II, Bridges & Public Buildings Inspectors as well as consultants. The position will coordinate and monitor consultants' preparation of design and construction documents and consultant's construction administration or inspection services. This includes reviewing project cost estimates, time schedules, and quality control for public works projects. The position will also work with community groups and may attend evening or weekend meetings as a part of developing community based designs.

Requirements for the position continue to include a Bachelors Degree in Civil Engineering or equivalent from an ABET accredited college or university and at least two years of related project engineering experience. Two years of general computer and CADD (MicroStation) experience is also required. A professional engineering (PE) license in the State of Wisconsin or equivalent is highly desirable. A valid State of Wisconsin driver's license is required. It should be noted that these minimum requirements have not been assessed for staffing purposes.

Analysis and Recommendation

This position will now be responsible for planning, design, coordination and project management of projects within the Facilities Development and Management Section of Infrastructure Services. A change in title is appropriate to reflect the position's scope of work. We therefore recommend that this position be classified as Facilities Project Coordinator in Pay Range 607.

Prepared By:


Andrea Knickerbocker, Human Resources Manager

Reviewed By:


Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: September 7, 2010

Department: DPW – Water Works

Current	Requested	Recommended
Management Accountant-Senior SG 04 (\$44,194 - \$61,871) Vacant Position	Water Revenue Collections Supervisor SG 06 (\$50,206 - \$70,295)	Water Revenue Collections Supervisor SG 06 (\$50,206 - \$70,295)

Action Required

In the Salary Ordinance, under Salary Grade 06, add the title "Water Revenue Collections Supervisor".

In the Positions Ordinance, under Department of Public Works-Water Works, Business Organization, Accounting Services Section, delete one position of "Management Accountant-Senior" and under Commercial Services, add one position of "Water Revenue Collections Supervisor."

Background

In a letter dated July 12, 2010 Carrie Lewis, Water Works Superintendent, requested a reclassification study of the position of Management Accountant – Senior in Salary 04 in the Commercial Services Division. She indicated that the department is restructuring this vacant position by adding some duties and responsibilities including serving as a backup to the Water Revenue Manager. The department submitted a new job description and discussions were held with Laura Daniels, Administration and Projects Manager.

Duties, Responsibilities and Requirements

The basic function of this position is to oversee the delinquent accounting for the Milwaukee Water Works (MWW) by reviewing outstanding bills, managing accounts that are in bankruptcy, certifying outstanding account balances to the tax rolls annually, communicating with customers who are behind in their bill payments, and supervising three positions of Customer Service Representative III to provide accurate and efficient collections of outstanding Municipal Service bills. The specific duties and responsibilities include the following:

- 20% Manage the MWW Cashier Section which includes three Customer Service Representative III positions; assist in the hiring process for the Customer Service III positions; provide orientation and detailed training of the MWW enQuesta system, bankruptcy processes, and general customer service guidelines; and provide daily supervision, payroll documentation, and administration of MWW Business Section Major Work Rules, Policies and Procedures.

- 30% Manage the delinquent accounts of the MWW; process all account transfers, refunds, and returned checks; ensure that the MWW processes past due notices to customers and works to provide timely collections of past due revenue; consults with customers to review large bills and work out payment plans as requested; and review account histories to ensure proper billing.
- 20% Process bankruptcy claims submitted to the MWW by noting account information, suspending billing, and setting up bankruptcy accounts in the enQuesta system; and work with the court system and the City Attorney's Office to collect outstanding revenue through the bankruptcy system.
- 10% Assist in the certification of unpaid bill amounts to the City of Milwaukee property taxes; review tax roll information to ensure accuracy of dollar amounts to be transferred to the proper tax key; coordinate information by deadline with the City Treasurer's Office; and follow up on collection of past due amounts to ensure proper accounts are being recorded.
- 10% Assist the Customer Service Supervisor by responding to customer questions and concerns regarding various areas including delinquent accounts, bankruptcies, returned checks, and the tax roll; act as the backup Supervisor to the Customer Service group in the absence of the Customer Service Supervisor.
- 5% Assist the Water Revenue Manager in the billing process as needed to maintain the on time billing system processes.
- 5% Prepare reports on Section activity for management as assigned or requested and perform other duties as assigned.

Requirements include a bachelor's degree in Business Administration, Accounting, or Finance; and two years of experience in the areas of cash receipts, collection, and customer service. Supervisory experience is desirable. Equivalent combinations of education and experience may also be considered. These requirements have not yet been assessed for staffing purposes.

Changes to Duties and Responsibilities

The department indicated that there have been a number of changes that have impacted the duties and responsibilities of this position. These include changes in the bankruptcy law, increased charges added to the Water Works bill which is now called the Municipal Services bill, and increasing revenue delinquencies. The department has restructured this position by adding duties including responsibility for backing up the Water Revenue Manager for the billing process. This position also serves as a backup to the Customer Service Supervisor.

As a result of these changes some departmental functions will become more complex. For example, bankruptcy law changes now mean that charges for water are no longer considered secure and may be forgiven. This position will work with the City Attorney's Office to manage the bankruptcies in addition to managing the delinquent accounts. This position will also work with any future changes to the bankruptcy laws that may occur.

The complexity of the Municipal Services bill has also increased. Additional components to the bill require additional understanding of coding and bill calculation. This position will now serve

as the back-up to the supervisor managing these functions and staff which will require an extensive understanding of the billing process.

Other changes include working with updated software in the "Customer Information Service" system and supervision of an additional Customer Service Representative to include three employees. This position will be responsible for training these positions on all of these changes and details discussed above.

Analysis

In studying this position comparisons were made to other positions in the City including the following:

Claims Adjuster Specialist in SG 05 (DPW – Water Works)

Manages claims levied by and against the MWW by conducting thorough investigations, gathering of all relevant information, and coordinating the MWW response in such matters; responds on behalf of the MWW to the City Clerk's Office, City Attorney's Office, and the Department of Public Works; and represents the MWW at the Judicial and Legislative Committee of the Common Council.

Customer Services Specialist in SG 05 (City Treasurer)

Assists the Customer Services Manager in a professional capacity in the performance of various customer service, tax collection, and system maintenance functions; serves as department liaison with outside agencies or individuals requesting tax account information available through the Automated Tax Collection System (ACTS); services lending institutions regarding escrow agent bill requests and assists agencies in making payments on delinquent tax accounts; oversees temporary in-house taxpayer customer service and mail processing operations staff during the current tax collection period (December 1st – February 5th); and assumes responsibility for the day-to-day operations of the Customer Services Division in the absence of the Customer Services Manager. Assists in the supervision of eight Customer Service Representative II positions and 15 Temporary Customer Service Representative I positions.

Accountant III in SG 06 (DPW – Water Works)

Performs financial and cost accounting duties related to MWW's capital and operating and maintenance (O&M) projects, construction contracts, fixed assets capitalization and retirement, and inventory. These duties include maintaining financial records, transferring funds, preparing cost estimates and billings for relocation and/or alterations, inventory valuation and reconciliation, and assigning and reviewing work of an Accounting Assistant II position.

Water Customer Service Supervisor in SG 06 (DPW – Water Works)

Manages the customer service work group which interfaces with customers in person, over the telephone, by fax, and via the web to facilitate bill paying and to respond to requests for service, account clarification, and address changes. This group consists of nine Customer Service Representative positions and serves approximately 860,000 customers. On a daily basis they handle an average of 300 phone calls, 160 walk-in customers, and over 450 transactions through the interactive voice response (IVR) system and online connections.

Customer Service Manager in SG 07 (City Treasurer)

Supervises the day-to-day operations of the Customer Services Division which includes one position of Customer Service Specialist, eight positions of Customer Service Representative II, and 15 positions of Temporary Customer Service Representative I; trains staff in division operations, methods and procedures; represents the department at monthly Board of Review meetings and Common Council hearings on tax related matters; and performs other duties related to tax collection including reviewing and approving installment and delinquent tax bill samples before production runs and requests for tax account status changes.

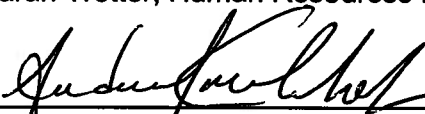
In reviewing these positions the Water Customer Service Supervisor in Salary Grade 06 appears most similar in level of responsibility. The position also supervises a work group that interacts with customers of the Milwaukee Water Works and which must also have a detailed knowledge of the services and procedures. The Water Customer Service Supervisor does supervise a larger staff but the position under study has responsibility for managing the difficult areas of delinquent accounts and bankruptcy.


With these changes the department's organizational structure for Commercial Services will include a Water Revenue Manager in Salary Grade 08 and two supervisory positions in Salary Grade 06 including the current Water Revenue Collections Supervisor and this new Water Revenue Collections Supervisor. This structure will support the department's wish to provide more defined supervisory backup and coverage for the billing process and commercial services. The requested title of Water Revenue Collections Supervisor is appropriate as it describes the nature of the work and designates the location of the job similar to other positions in the Water Works.

Recommendation

We therefore recommend that this position of Management Accountant – Senior in Salary Grade 04 be reclassified to Water Revenue Collections Supervisor in Salary Grade 06.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Montezudo, Employee Relations Director