



## Department of Employee Relations

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### Job Evaluation Report

City Service Commission Meeting: June 7, 2022

The Department of Employee Relations presents this report to classify or repurpose positions within multiple departments due to action taken for the 2022 budget. Job descriptions were provided and conversations were held with directors and human resources staff in effected departments.

#### Assessor's Office

Current	Recommended
Property Appraiser I PR 2DN (\$43,350 - \$60,688) Recruitment is at \$50,559. FN: An employee assigned as a 'Project Lead' or assigned to perform the duties of a higher level title to be paid an additional 5% when performing those duties. (One Position)	Real Estate Modeler PR 2JX (\$63,585 - \$89,016) FN: Appointment may be at any rate in the pay range with the approval of DER. (One Position)

Note: Residents receive a rate that is 3% higher

#### Department of Administration - Purchasing

Current	Recommended
New Position	Purchasing Agent - Senior PR 2FX (\$49,643 - \$68,968) FN: Appointment may be at any rate in the pay range with the approval of DER. (One Position)
New Position	Office Assistant III PR 6FN (\$31,824 - \$39,174) Recruitment is at \$35,411. (One Position)

Note: Residents receive a rate that is 3% higher.

#### Department of Employee Relations

Current	Recommended
Business Operations Specialist PR 2GX (\$52,498 - \$73,504) FN: Appointment may be at any rate in the pay range with the approval of DER. (One Position)	Business Finance Manager PR 1FX (\$63,585 - \$89,016) Recruitment is at \$69,000. FN: Appointment may be at any rate in the pay range with the approval of DER. (One Position)

Note: Residents receive a rate that is 3% higher.

**Department of Public Works - Infrastructure**

Current	Recommended
Sewer Operations Supervisor PR 1BX (\$49,643 - \$68,968) Recruitment is at \$62,883. (One Position)	Electrical Communications Supervisor PR 1DX (\$55,962 - \$78,342) Recruitment is at \$67,411. (One Position)
New Position	Locator Technician Supervisor PR 1AX (\$49,643 - \$64,695) (One Position)

Note: Residents receive a rate that is 3% higher.

**Department of Public Works – Water Works**

Current	Recommended
Water Marketing Specialist PR 2FX (\$49,643 - \$68,968) (One Position)	Marketing and Communications Officer PR 2JX (\$63,585 - \$89,016) Recruitment is at \$69,943. FN: Appointment may be at any rate in the pay range with the approval of DER. (One Position)
New Position	Water Customer Services Supervisor PR 1CX (\$52,498 - \$73,504) (One Position)

Note: Residents receive a rate that is 3% higher.

**Election Commission**

Current	Recommended
Election Services Coordinator PR 5HN (\$45,913 - \$52,436) (One Position)	Absentee Services Coordinator PR 5JN (\$48,037 - \$58,287) (One Position)

Note: Residents receive a rate that is 3% higher.

**Employee's Retirement System**

Current	Recommended
Program Assistant II PR 5FN (\$41,326 - \$49,213) Recruitment is at \$43,390. (One Position)	Benefit Services Coordinator PR 2DN (\$40,678 - \$56,941) Recruitment is at \$57,691. FN: Appointment may be at any rate in the pay range with the approval of DER. (One Position)

Note: Residents receive a rate that is 3% higher.

**Analysis and Recommendations**

Recommendations below include market competitive recruitment rates and recruitment flexibility to assist hiring departments in recruiting and retaining highly qualified candidates. A number of the recommended recruitment rates affect the same or similar titles in other City departments. Future Job Evaluation Reports will recommend bringing minimum recruitment rates for those titles/positions into alignment with the recommendations for the titles below and will recommend the same effective date.

**Assessor's Office**

Current	Property Appraiser 1	PR 2DN (\$43,350 - \$60,688)	One Position
Recommended	Real Estate Modeler	PR 2JX (\$63,585 - \$89,016) FN: Appointment may be at any rate in the pay range with the approval of DER.	One Position

This position provides support to the Property Appraisers and management team. The Real Estate Modeler manages the valuation modeling responsibilities and creates valuation models, applications, tools, etc. that create efficiencies and improves operations. Duties and responsibilities include:

- 10% Performs analysis of all the data pertinent to the proper valuation of real estate. This includes the creation and distribution of monthly ratio analysis reports to track changes by neighborhood, style, zip code, aldermanic district, etc.
- 10% Develop, review, and calibrate valuation models for all property types.
- 10% Review sales of various property types to track trends; develop an annual process of reviewing sale prices, construction costs, gross rent multipliers, income, and rents to build valuation models; developing commercial comp grids and the units of comparison, showing the attributes being adjusted (key data characteristics for each property type); and extract GIMs, income and expense ratios, and cap rates from the database to create tables for appraisers to share with property owners and for use in appeal presentations.
- 10% Review construction cost data to develop base rates for all property types.
- 5% Develop CAMA system queries to cleanse data, find missing data, and correct data. Create an annual schedule for running queries to assist appraisers and managers to perform revaluations more efficiently.
- 5% Apply models to properties and measure results using statistical testing.
- 5% Manage modeling team – annually update the market adjusted cost models with AP5 CAMA software to match market changes; lead modeling team with annual reassessment tasks; and annually adjust the multiple regression valuation models with AP5 CAMA software to match market changes.
- 5% Develop a robust review process of assessment/sales ratio reports, which includes retrospective reports, confidence intervals, maps, and reports by standard property characteristics from the CAMA system. Create assessment sales ratio reports utilizing census data.
- 5% Utilize resources from IAAO and other professional organizations to stay abreast of current best practices for valuation modeling. This includes taking IAAO classes and participating in conferences to maintain knowledge of industry best practices.
- 5% Create GIS maps showing location adjustments, value changes resulting from revaluations, land values, current land price per square foot, property sale prices, assessment sale ratios, and others of similar nature. Responsible for the creation of maps for data visualization.
- 5% Explain valuation models of Board of Review members, circuit judges, property owners, leasing agents, property managers, and legal representatives as needed.
- 5% Develop and run reports from the CAMA system to create managerial and operational efficiencies. This includes developing neighborhood analysis reports to ensure neighborhood boundaries are proper; increase appraiser efficiencies by creating new processes with CAMA

- system workflows; and develop analysis tools for extracting vacancy, expense, and cap rate information from the CAMA software.
- 5% Provide prompt, courteous, and customer-focused service, information, and assistance to departmental employees, the public, other city departments, and other agencies; and handle inquiries from property owners via in person, over the phone, and by email.
  - 5% Limited-term projects as assigned by Business Systems Administrator, Business Systems Manager, Assessment Operations Director, Chief Assessor, and Assessment Commissioner.
  - 5% Coordinate activities and develop new methods of using online technologies to serve the public.
  - 5% Other duties as assigned.

Minimum qualifications include a bachelor's degree in mathematics, statistics, computer science, or another related field from an accredited college or university; experience managing, manipulating, and analyzing large data sets; ability to perform analysis using R or other statistical software; experience determining data quality of large data sets; knowledge of technologies that improve organization policies and procedures; experience in communicating with large groups about research findings; and experience in a project leadership role. These requirements have not yet been assessed by the Staffing Division.

The Assessor's Office has indicated that this position of Property Appraiser 1 has been repurposed to fit the rapidly changing needs of the department. The Assessor's Office has had staff reductions that have made it impossible to continue doing revaluations every year without a modeler position. The Real Estate Modeler will take on the responsibility of creating, implementing, and training staff on models and how they are created. Most of the review of changes to assessments will be reviewed by the Real Estate Modeler and the modeler team before being sent to the staff. In the past, the creation of models were done by supervisory staff and review of assessment changes were done by appraisers. Now the supervisors will be given the summary of what changed in the model and appraiser staff will only need to concentrate on larger than statistical norms for value changes.

This position is instrumental in providing information to assist appraisers and managers to perform revaluations more effectively. The changes in the level of knowledge, skill, and responsibility has shifted from collection of data and entering it into a database to the ability to create and interpret statistical reports for property valuation, identifying adjustments needed in the model based upon collected data, understanding computer languages and how to use them, and disseminate the information to the staff in the Assessor's Office and at times elected officials.

A review of other city positions finds that the most comparable positions would be a Database Analyst and Functional Applications Analyst – Senior, both in Pay Range 2JX (\$63,585 - \$89,016 with recruitment flexibility anywhere in the range with approval). The Database Analyst within the Milwaukee Police Department is responsible for the design, installation, monitoring, maintaining, and performance of production databases, backup and training while ensuring high levels of data ability. This position is also responsible for the creation of models for new database development and/ or changes to current existing ones. The Functional Applications Analyst – Senior in the Milwaukee Fire Department performs detailed analysis and designs of new and existing technology systems, generates statistics and produces written reports for management and/or team members, and works with geographic information system (GIS) software such as Esri ArcMap to maintain CAD applications and to generate ad hoc reports. In comparing the duties and responsibilities for the above mentioned titles, this report supports that the Real Estate Modeler exhibits the same degree of responsibility and knowledge to perform the aforementioned assigned duties.

This report therefore recommends that one position of Proper Appraiser 1 in Pay Range 2DN (\$43,350 - \$60,688) be reclassified to one position of Real Estate Modeler in Pay Range 2JX (\$63,585 - \$89,016).

Furthermore, we request that recruitment flexibility be available for this position with DER approval due to the possible future recruitment difficulties as it is a unique and highly complex position.

**Department of Administration - Purchasing**

Current	New Position		One Position
Recommended	Purchasing Agent – Senior	PR 2FX (\$49,643 - \$68,968) FN: Appointment may be at any rate in the pay range with the approval of DER.	One Position

This position is independently responsible for the procurement of a large volume of a diverse group of complex commodities and services valued at approximately \$22 million dollars on an annual basis; and ensures that all purchases comply with specifications, and city government by-laws, policies, and procedures. Duties and responsibilities include:

- 20% Develops and reviews bid specifications/Requests for Proposals (RFP) or compliance with city procedures to maximize competition and cost savings.
- 20% Manages and facilitates the RFP purchasing process, provides guidance to the committee to ensure fair, transparent, and competitive processes, reviews committee award recommendation to the highest ranked proposer, and leads the contract negotiation process.
- 15% Negotiates best price for City with vendors on exception to bid acquisitions.
- 5% Serves as technical advisor at pre-bid conferences to ensure compliance with city procurement procedures.
- 10% Conducts industry and market research on best practices related to contract negotiations, cooperative purchasing, and vendor sourcing and management consistent with city procurement procedures and regulations.
- 10% Analyzes data to identify most often used services and goods to standardize and set forth in citywide contracts.
- 10% Issues purchase orders and contracts; and inputs completed contracts in the city’s Financial Management Information System (FMIS).
- 10% Works with vendors and user departments to resolve complex contract issues.

Minimum qualifications include a bachelor’s degree in business administration, public administration, legal studies, accounting or related area and two years of experience in a procurement-related field. Equivalent combinations of education and experience may be considered.

The Purchasing Division has the following classification and pay structure.

Title	Pay Range	Footnote
Procurement Specialist (Four Positions)	PR 2GX (\$52,498 - \$73,504)	Recruitment at any rate in the range with approval of DER
Purchasing Agent – Senior (Underfill Title)	PR 2FX (\$49,643 - \$68,968)	
Purchasing Agent (Underfill Title)	PR 2DN (\$43,350 - \$60,688)	

The department has requested that this position be created at the journey level of Purchasing Agent – Senior in Pay Range 2FX (\$49,643 - \$68,968) with appointment at any rate in the range with the approval of DER. An employee at this level may have complex and layered assignments; is expected to understand most city ordinances, policies, and procedures; is required to use some independent judgment; has a large volume of oral and written communications of which some may be lengthy; and needs to regularly use strategic and analytical thinking.

The duties, responsibilities and requirements are consistent with this level. We therefore recommend classifying this new position as Purchasing Agent – Senior in Pay Range 2FX (\$49,643 - \$68,968) with appointment at any rate in the range with the approval of DER.

Current	New Position		One Position
Recommended	Office Assistant III	PR 6FN (\$31,824 - \$39,174) Recruitment is at \$35,411.	One Position

This position is primarily responsible for providing administrative support to the staff of the DOA-Purchasing Division; and serving as a backup to the Program Assistant II position that serves as the lead coordinator of the quality control, contract execution, and administrative processes. Duties and responsibilities include:

- 80% Contract Administration – assists with contract formulation and assembly by Purchasing Agents; provides extensive administrative support including proofreading bid solicitations, RFPs and other contracting documents, delivering documents via email and DocuSign, and communicating with vendors and staff; examines contract documents for accuracy and completeness and understands proper terminology that is needed to satisfy unique conditions of a bid; conducts follow-up activities with vendors and user departments to ensure that contracts and amendments are executed in a timely manner; notifies all City departments and agencies of the execution of city contracts and contract amendments; assists with maintaining contracts in the vault and in digital format; and serves as a backup to the Program Assistant II position.
- 20% Customer Service – assists Program Assistant II position with customer service needs in the Purchasing Division, receives requests for information from internal and external customers and performs the necessary research for resolution and appropriate action, and demonstrates sensitivity to culturally diverse groups when facilitating procurement problem resolutions.

Minimum qualifications include one year of progressive clerical and administrative experience in a multi-faceted work environment which includes experience with Microsoft word processing and spreadsheet software. Experience utilizing workflow management software products such as DocuSign is desired. Equivalent combinations of education and experience may be considered.

A review of the duties and responsibilities of this new position indicates that the requested classification of Office Assistant III in Pay Range 6FN (\$31,824 - \$39,174) with the recruitment rate of \$35,411 is appropriate. The specification for Office Assistant III positions indicates they perform general office duties that may be diverse and complex involving the application of standard procedures to a variety of assignments. These positions may select and interpret data demonstrating a thorough knowledge of departmental and organizational policies and procedures in assigned areas of responsibility; screen telephone calls, answer questions and provide information, and some telephone and in-person work may be difficult due to the nature of questions or customers served; use advance features of software packages on a regular basis to produce complex documents; and may work with others on a team to complete special projects and/or guide and check the work of others.

This new position will be providing administrative support to the staff and serving as a backup to the Program Assistant II position in the areas of contract administration and customer service. The position

will also be performing work at a level that requires good organizational skills, and the ability to work under pressure, manage competing priorities and pay close attention to detail.

We therefore recommend this new position be classified as Office Assistant III in Pay Range 6FN (\$31,824 - \$39,174) with the recruitment rate of \$35,411.

**Department of Employee Relations**

Current	Business Operations Specialist	PR 2GX (\$52,498 - \$73,504) FN: Appointment may be at any rate in the pay range with the approval of DER.	One Position
Recommended	Business Finance Manager	PR 1FX (\$63,585 - \$89,016) Recruitment is at \$69,000 FN: Appointment may be at any rate in the pay range with the approval of DER.	One Position

This position is responsible for administering the overall financial operations and budget of the Department of Employee Relations including the \$12M worker’s compensation and \$100M+ healthcare special purpose accounts. Duties include budget preparation, expenditure processing and tracking, ongoing monitoring and maintenance of other departmental special purpose and reimbursable accounts, special funds, operational accounts, and trust funds. The position also monitors accounts payable, accounts receivable and oversees procurement, inventory control and contract administration. The position serves as the coordinator for the City's Flexible Spending and Health Reimbursement Accounts programs and functions as the billing and enrollment liaison with the City’s various agencies. This position is responsible for preparation and ongoing maintenance of databases associated with the City’s comprehensive health and wellness program. This position manages the Business Operations Associate position and oversees the administration of the City’s Tuition Reimbursement Program and the department’s payroll functions and helps to identify improvements and implement efficiencies for these processes. Duties and responsibilities include:

- 50% Perform ongoing monitoring and maintenance of financial accounts for the Department budget; prepare, coordinate, and review documents and materials related to DER’s operating budget, special purpose accounts, revenues, and capital budget (as needed) including all FMIS accounts payable and receivable entries; maintain expenditure tracking and projections and monitor departmental salaries, operating expenditures, equipment budget and special funds; maintain all special purpose, reimbursable accounts and trust funds associated with the administration and payment processing for the delivery of benefits related to Healthcare, Wellness, Dental, Worker’s Compensation, Unemployment Compensation, Flexible Spending, Employee Training, Alternative Transportation, and Long Term Disability; oversee and manage the input of statistical and financial data related to al SPA’s including the \$12M worker’s compensation and \$100M+ healthcare accounts in the appropriate spreadsheets and programs; make recommendations on data collection, tracking and analysis according to changes in program design and data availability; audit all tracking spreadsheets to ensure they balance with the financial system; assist with preparation of council files when fund transfers or other actions are needed for various department budget accounts; prepare budget documentation and data collection for the Comptroller’s Office for annual fringe benefit calculations, OPEB, and long term liability reporting; process billing for the healthcare, wellness, and worker’s compensation account for agencies and water and parking; and process billing to departments that utilize the Auxiliary Resource Program and monitor and track annual usage to ensure the program does not exceed funding authority and that the Reimbursable Account is appropriately budgeted to accommodate fluctuating utilization.
  
- 15% Assist with planning and updating open enrollment activities and providing assistance in answering questions related to health, wellness, and dental programs as well as entering Open Enrollment changes; assist with reviewing event maintenance/testing with HRMS benefit tables to ensure annual benefit changes are made correctly; perform the ongoing administrative functions and HRMS entries (COM and agencies) associated with the Flexible Spending Account

- including enrollment changes and coordination of the bi-weekly eligibility file; provides guidance and advice to employees regarding the Flexible Spending (FSA) and Health Reimbursement Accounts (HRA) so that information is accurate and correct with regards to IRS Regulations and Guidelines; provide guidance and advice to benefits staff handling the Long Term Disability and Alternative Transportation Programs (CVP) and serve as backup for these programs, including the annual LTD census; and create and organize annual database for wellness mailings, participation and completion, including data analysis and manipulation.
- 15% Perform data analysis and calculation to submit the annual HAFEE file to the Comptroller's Office for payroll deductions; identify, research, and resolve employee requests regarding HAFEE charges; provide monthly data file to the FSA/HRA vendor for the Healthy Rewards program and the tiered HRA reward system; perform statistical data calculation and analysis for both the Health Appraisal and Health Rewards Program; and execute the annual update and tracking of statistical data for the City's OSHA log.
- 10% Manage the Business Operations Associate including training and development and providing guidance on continuous improvement programs, processes and procedures, as well as documenting and establishing standard operating procedures for all critical job functions; and oversee functions related to the administration of the tuition reimbursement program and departmental payroll functions.
- 5% Review and approve the purchase of materials, services, and equipment for the department; maintain and track department contract information so all contracts are renewed or new requisitions with RFP's are completed in a timely manner; and provide input during contract renewals to be sure all contracts have appropriate financial information included.
- 5% Serve as the resource person regarding FMIS financials and manage security measures for the program; manage departmental ProCard users and oversee departmental purchases; assist in managing office/floor space and any necessary staff relocations or departmental remodeling efforts; and assist department managers in making arrangements for new employee's for appropriate office space and other needed items such as computer and phone line access, network login/passwords, photo/ security ID, office keys when necessary, etc.

Minimum qualifications include a bachelor's degree in public administration, business administration, accounting, or a related field from an accredited college or university; and at least four years of progressively responsible experience in accounting, budgeting, and/or financial management. Equivalent combinations of education and experience may also be considered.

The Business Operations Specialist is assuming management/supervisory duties for a reclassified position that was previously in another section. This reclassified position moved under the benefits division took along the responsibilities for the administration of the tuition reimbursement benefit as well as the department payroll functions. In addition, the Business Operations Specialist will be taking on more high level work pertaining to department and SPA budget/financial tracking that is currently being performed by the Employee Benefits Director.

In comparing the duties and responsibilities listed above to other city positions finds that the most comparable position would be a Business Finance Manager in Pay Range 1FX (\$63,585 - \$89,016). The duties of the Business Finance Manager is to administer and analyze the budget, develop budget strategy, conducting research, and developing and implementing cost control functions. The position administers all financial aspects of the department, including purchasing, accounts payable, accounts receivable/invoices, and inventory control, along with monitoring the departmental expenditures and revenues of all operational, capital, and grant budgets. The duties and responsibilities of this comparable title supports the reclassification of the Business Operations Specialist to a Business Finance Manager.



This report therefore recommends that one position of Business Operations Specialist in Pay Range 2GX (\$52,498 - \$73,504) be reclassified to a Business Finance Manager in Pay Range 1FX (\$63,585 - \$89,016) with a recruitment rate of \$69,000. Furthermore, we request that recruitment flexibility be available for this position with DER approval.

#### **Department of Public Works - Infrastructure**

Current	Sewer Operations Supervisor	PR 1BX (\$49,643 - \$68,968) Recruitment is at \$62,883.	One Position
Recommended	Electrical Communications Supervisor	PR 1DX (\$55,962 - \$78,342) Recruitment is at \$67,441.	One Position

This position oversees and manages the Electrical Manhole Repair and Replacement Program. Duties and responsibilities include:

- 30% Provide general management of the electrical manhole replacement crew. The incumbent must be familiar with confined space entry and trench excavation and have a workable knowledge of electrical system distribution.
- 10% Be responsible for the crew's safety compliance including traffic control, utility location, and personal protective equipment.
- 10% Assist Engineering Technicians in determining priorities, and scheduling/coordinating work assignments for repair crew.
- 10% Communicate with Hot Line services, Call Center, and field personnel to assure all work being conducted in the public right of way is safe and scheduled according to the standards of the Department of Public Works (DPW).
- 10% Conduct office and field duties as assigned; and attend scheduling, process update, and management meetings as required.
- 5% Be responsible for prioritizing, budgeting, and coordinating work with management and technical staff.
- 5% Approve daily labor, equipment, materials, and productivity reports; and order pre-cast and manhole materials needed for repair and replacement while following DPW purchasing policies.
- 5% Maintain records including street permits, plat book data reports, and as built drawings.
- 5% Prepare cost estimates, contact vendors to order materials, determine services required for various phase of projects, and coordinate activities with other agencies such as Fleet Services and Electrical Services Underground; comply with engineering plans, specifications, and special provisions; and be available for emergencies, such as a manhole cave-in.
- 5% Work closely with the Electrical Manhole Mason Foreman, technicians, and transportation management staff to plan and schedule electrical manhole replacement and repair work.
- 5% Estimate, plan, budget, and conduct management tasks concerning all aspects of the electrical manhole rehabilitation program; and maintain accurate records of work performed and costs associated with completed work.

Minimum qualifications include two years of experience in manhole construction repair or maintenance, with at least one year at or above the level of Sewer Repair Crew Leader. Equivalent combinations of education and experience may be considered. These requirements have not yet been assessed by the Staffing Division.

The duties and responsibilities of this position have evolved and include the following changes.

- Change from oversight of repairs of failing structures to oversight of full replacements which includes electrical and communication conduits.
- The incumbent must now adapt to fill conditions and make quick modifications daily.
- Manhole investigations and complaints are now handled by this position. The investigations are for structural integrity and play a part in determining scheduling and work priorities.
- Additional training and management of staff is required to coordinate workload. Much of the work is now coordinated with Construction to complete high-impact projects and paving work.
- The number of employees supervised has increased to six (two Sewer Masons and four Special Laborer (Electrical Services)).

With these changes, the Department has indicated that the level of duties and responsibilities is more comparable to positions in Pay Range 1DX (\$55,962 - \$78,342). Other DPW leadership positions in this pay range include Fleet Repair Supervisor, Parking Services Supervisor, and Plant and Equipment Repair Supervisor. As this position currently has a footnoted recruitment rate of \$62,883, we recommend that with a reclassification to a higher level this position have a new recruitment rate of \$67,441, the same as the recruitment rate for Fleet Repair Supervisor.

We therefore recommend one position of Sewer Operations Supervisor in Pay Range 1BX (\$49,643 - \$68,968) with a recruitment rate of \$62,883 be reclassified to Electrical Communication Supervisor in Pay Range 1DX (\$55,962 - \$78,342) with a recruitment rate of \$67,441.

Current	New Position		One Position
Recommended	Locator Technician Supervisor	PR 1AX (\$49,643 - \$64,695)	One Position

This new position is responsible for planning, organizing, directing, and controlling all daily activities for the Locator Technicians. This includes reviewing the locate tickets and assigning locate requests, assigning new personnel to work with department trainers and overseeing needed training, performing damage investigations, and reviewing tickets to ensure that work is being completed in a timely manner. Duties and responsibilities include:

- 25% Review and locate tickets each morning and assign to a Locator Technician.
- 25% Review all new tickets and assign personnel for emergency locates.
- 15% Review tickets to ensure that work is being completed in a timely manner.
- 10% Assign personnel to cover for absent Locator Technicians, oversee training, and assign new personnel to designated trainers.
- 10% Investigate damages as needed; and review timesheets for accuracy.
- 10% Research prints for accuracy.
- 5% Research new technologies, equipment, and methods that could increase efficiencies.

Minimum qualifications include two years of experience in installing underground facilities for the City of Milwaukee or two years of experience as a Locator Technician. These requirements have not yet been assessed by the Staffing Division.

This new position will be overseeing the work of 13 Locator Technicians and have responsibility for reviewing locate tickets, delegating daily job assignments, scheduling personnel for emergency on-call duties, reviewing completed locate tickets for accuracy, investigating damages to city underground facilities, and developing and overseeing the Locator Technician training program.

The requested title of Locator Technician Supervisor is appropriate based on a review of the duties and responsibilities. In reviewing other City positions, we recommend Pay Range 1AX (\$49,643 - \$64,695). Other DPW supervisory classifications in this pay range include Building Service Supervisor II, Street Repair Supervisor, and Tow Lot Supervisor.

We therefore recommend this new position be classified as Locator Technician Supervisor in Pay Range 1AX (\$49,643 - \$64,695).

**Department of Public Works – Water Works**

Current	Water Marketing Specialist	PR 2FX (\$49,643 - \$68,968)	One Position
Recommended	Marketing and Communications Officer	PR 2JX (\$63,585 - \$89,016) Recruitment is at \$69,943. FN: Appointment may be at any rate in the pay range with the approval of DER.	One Position

The Water Marketing Specialist is responsible for raising awareness nationally, regionally, and locally of the benefits of Milwaukee’s water quality, quantity, and value. This position aims to encourage water-intensive industries to relocate to Milwaukee and is responsible for liaising with existing large water users. Duties and responsibilities include the following:

- 60% With the Water Superintendent, devise a communications and brand plan, calendar, and emergency communications templates; prepare and evaluate customer surveys to build customer trust and satisfaction; act as central design and production manager at the direction of the Water Superintendent for internal and external communications; write, design, print, distribute, maintain inventory of customer educational materials for all sections, City departments that interface with MWW, elected officials, external partners such as the Milwaukee Metropolitan Sewage District, Milwaukee Public Schools, nongovernment organizations, and Metropolitan Milwaukee Associate of Commerce; includes brochures, notices, mailings, door hangers, bill inserts, bill messages, memos, signage and posters, office forms, annual reports, videos, and infographics; make verbal presentations and staff informational tables at community meetings; collaborate appearances with STEM focused agencies and MMSD for student outreach; represent MWW and participate in water-related associates such as American Water Works Associate, Water Research Foundation, and The Water Council; develop and draft communication materials including: press releases, media advisories, opinion-editorial pieces, bylined of information to the media, the general public, community organizations, other organizations, and community partners; and write speeches, presentations, and campaigns regarding the Water Works matters for the Water Superintendent, section manager, and others as assigned.
- 20% Work closely with DPW’s Marketing and Communications Officer to arrange special events, news conferences, editorial board meetings, media coverage, and coordinate staff participate as appropriate. Manage all social media ventures to include, but not limited to, Facebook, Twitter, YouTube, and emerging technologies.
- 15% Serve as liaison with Milwaukee area business and industry, Department of City Development, M7, Wis Food and Beverage Council to reinforce the high-quality customer service, benefits, and low cost of Milwaukee water and work with them to support their efforts to attract and retain businesses, especially those that use a large quantity of water and job creation.
- 5% Other duties as assigned.

Minimum requirements include a bachelor’s degree in journalism, marketing, public relations, business administration, public administration, communications or a closely related field from an accredited college or university; and at least three years of progressively responsible experience related to development, project management, marketing, or communications.

The Department has indicated that the duties associated with the position of Water Marketing Specialist have changed over time. In addition to marketing responsibilities, this position now has communication duties. Shifts in responsibilities were accelerated by the Water Main Replacement Program expansion, Lead-Safe Milwaukee Program initiatives, Lead Service Line Replacement Program, and the Cross Connection Control Program.

Responsibilities that have been added to this position include: Devise a communications and brand plan; Devise calendar and emergency templates; Act as central design and production manager at the direction of the Superintendent for internal and external communications; Develop and draft communications material; Write speeches, presentations and campaigns.

This position now performs duties comparable to the position of Marketing and Communications Officer in the Department of City Development, the Health Department, and the Department of Employee Relations. Therefore, the Department of Employee Relations recommends reclassifying one position of Water Marketing Specialist in Pay Range 2FX (\$49,643 - \$68,968) in DPW – Water Works, to Marketing and Communications Officer in Pay Range 2JX (\$63,585 - \$89,016), with a recruitment rate of \$69,943 and appointment at any rate in the range with DER approval.

Current	New Position		One Position
Recommended	Water Customer Services Supervisor	PR 1CX (\$52,498 - \$73,504)	One Position

This position will be in the Business Section – Customer Service and will assist the Water Customer Service Manager with the supervision of the office staff in customer service. This position prepares professional correspondence to customers, the Public Service Commission of Wisconsin, aldermanic offices, and other agencies, both internal and external to the City, and handles calls that have escalated from the customer service staff. The position is also responsible for developing and updating job aids, training new employees to the section and serving as a subject matter expert in the enQuesta operations used by the section. Duties and responsibilities include:

- 60% Assist with supervision of the Customer Service staff by providing training and coaching, managing staff workload, monitoring call center performance and statistics, developing and updating job aids, handling calls that have escalated from the Customer Service team, providing staff with updated information, current events, and changes that may affect customers and recommending and implementing process improvements.
- 10% Assist with the hiring process, including scheduling and participating in interviews and onboarding new employees to the section.
- 10% Communicate, both by letter and email, to customers, aldermanic offices, and other agencies in response to questions, issues, and/or concerns.
- 10% Coordinate and prepare the utility’s timely response to complaints filed with the Public Service Commission (PSC) of Wisconsin.
- 5% Coordinate and prepare the utility’s timely response to open records requests.

5% Assist the Water Customer Service Manager with administrative tasks such as budget requests, report preparation, tax roll work and other projects as needed.

Minimum requirements include a bachelor’s degree in business administration, business management, retail science, or a closely related field from an accredited college or university; two years of customer service experience or at least five years in utility banking; and at least two years in a supervisory or lead worker capacity.

DER Compensation has determined that this new position will be performing the same or similar duties as the currently classified Water Customer Services Supervisor within Water Work’s Meter Services Section. Therefore, we recommend that this position in the Business Section be classified as a Water Customer Services Supervisor in Pay Range 1CX (\$52,498 - \$73,504).

**Election Commission**

Current	Election Services Coordinator	PR 5HN (\$45,913 - \$52,436)	One Position
Recommended	Absentee Services Coordinator	PR 5JN (\$48,037 - \$58,287)	One Position

This position will be responsible for supervision and coordination of all activities involving absentee voting by mail or at care facilities. Duties and responsibilities include:

- 35% Review, enter, and maintain all required documents from absentee voters; review absentee applications to ensure that they meet all of the legal requirements; enter all absentee ballot applications into WisVote (and accompanying registration applications when applicable); and organizing and storing absentee balloting materials according to law, including absentee ballot applications, photo IDs, undeliverable ballots, and processed absentee envelopes.
- 25% Supervise and coordinate all activities pertaining to the mailing and receiving of absentee ballots, including scheduling and supervising at least 20 Temporary Office Assistants (TOAs), ordering and maintaining supplies, and ensuring the timely assembly of ballots.
- 15% Respond to questions or concerns regarding absentee voting via telephone, in person, or letter/email.
- 15% Supervise and coordinate all activities pertaining to absentee voting at care facilities, including recruiting, training, and supervising Special Voting Deputies.
- 5% Coordinate poll book comparison, including scheduling, coordination, and supervision of TOAs, troubleshooting comparison issues as needed.
- 5% Assist with staffing the front desk and other duties as assigned.

Minimum qualifications include a bachelor’s degree from an accredited college or university and four years of progressively responsible administrative experience performing duties closely related to the position.

The proposed duties and responsibilities of this new title are comparable in scope and level of responsibility to those of the title of Election Services Field Coordinator in PR 5JN. The Field coordinator is responsible for planning, preparing, and managing all logistical functions related to the operating of approximately 200 voting sites on Election Day.

Based upon this comparison, this report recommends the new title of Absentee Services Coordinator in PR 5JN (\$48,037 - \$58,287).

**Employee's Retirement System**

Current	Program Assistant II	PR 5FN (\$41,326 - \$49,213) Recruitment is at \$43,390	One Position
Recommended	Benefit Services Coordinator	PR 2DN (\$40,678 - \$56,941) Recruitment is at \$57,691 FN: Appointment may be at any rate in the pay range with the approval of DER.	One Position

This position is responsible for the timely and accurate wage and contribution data of 15,000 active and deferred members of the retirement system. This position reconciles financial and member data into the ERS' pension administration software for use by the ERS' actuaries, benefit calculations, and the annual employee pension earnings statements. Duties and responsibilities include:

- 25% Edit and approve payroll records receive from employer agencies; reconcile wage and contribution data for any errors produced as part of file validation process; identify underlying reasons for errors and follow-up with employer agency to resolve issues; and answer any employer inquiries or discrepancies.
- 25% Assist with the annual actuarial valuations by providing and researching data for active and deferred members, retirements, withdrawals, and deaths; assist in benefit calculations by researching and verifying salary, service history, and contribution data are accurate; and assist in preparation of the annual employee pension earnings statements.
- 20% Maintain the job status of active and deferred members – resignations, suspensions, terminations, layoffs, etc. in pension administration software; maintain the work history of members by identifying and resolving any payroll and service history errors made by employers to ensure corrections are proper; and monitor and record demographic and status changes of separated members.
- 15% Review and process manual adjustments to member's accounts including, but not limited to, adjustments from employer agencies, lawsuits, and collective bargaining agreements.
- 10% Serve as team lead for wage and contribution team. Cross-train and function as backup for others in the contribution and wage team.
- 5% Other duties as assigned.

Minimum qualifications include a bachelor's degree in accounting, finance, business administration, or a closely related field from an accredited college or university; two years of accounting or financial analysis experience; and proficient in common office automation software, including Excel and Access. Equivalent combinations of education and experience may also be considered.

This position is responsible for the reconciliation of the wages, pension contributions, and status changes for active city of Milwaukee employees. The position will act as the lead person on the ERS Wage and Contribution team. The position also works closely with city payroll assistants and human resources professionals across city government.

Comparable positions with similar work and scope of responsibility include City Payroll Specialist in the Comptroller's Office and HRIS Compensation Audit Specialist in the Department of Employee Relations.

The City Payroll Specialist edits, processes, and pre-audits all data required for the proper operation of PeopleSoft Human Resources System (HRMS) to ensure the accuracy of payments made to approximately 10,000 City of Milwaukee employees. This position will answer questions and resolve problems related to employee pay, deductions, leave balances, and other payroll issues. The City Payroll

Specialist is the final authority to ensure compliance with the provisions of labor agreements and ordinances covering all personnel.

The HRIS Compensation Audit Specialist is responsible for auditing Citywide HCM entries on a weekly basis and provides guidance to HR and payroll functions throughout the City. Responsibilities include interpreting and administering policies and procedures relating to compensation/pay progression and HRIS entries (to include, but not be limited to: Salary and Position Ordinance, Chapter 350, City/State and Federal rules, regulations, statutes, etc.).

Based upon these comparisons, this report recommends reclassifying this position as Benefit Services Coordinator in Pay Range 2DN (\$43,350 - \$60,688) with recruitment at \$57,691 and recruitment flexibility at any rate in the pay range with the approval of DER.

**Action Required** – Please see the following effective dates for each position:


- Real Estate Modeler - Effective Pay Period 13, 2021 (June 14, 2021)
- Purchasing Agent – Senior - Effective Pay Period 1, 2022 (December 26, 2021)
- Office Assistant III - Effective Pay Period 1, 2022 (December 26, 2021)
- Business Finance Manager - Effective Pay Period 6, 2022 (March 6, 2022)
- Electrical Communications Supervisor - Effective Pay Period 1, 2022 (December 26, 2021)
- Locator Technician Supervisor - Effective Pay Period 1, 2022 (December 26, 2021)
- Marketing and Communications Officer - Effective Pay Period 6, 2022 (March 6, 2022)
- Water Customer Services Supervisor - Effective Pay Period 1, 2022 (December 26, 2021)
- Absentee Services Coordinator - Effective Pay Period 1, 2022 (December 26, 2021)
- Benefit Services Coordinator - Effective Pay Period 6, 2022 (March 6, 2022)

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