



Department of Employee Relations

December 13, 2010

Tom Barrett  
Mayor

Maria Monteagudo  
Director

Michael Brady  
Employee Benefits Director

Troy M. Hamblin  
Labor Negotiator

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

Dear Committee Members:

Re: Common Council File Number 100897

The following classification and pay recommendations were approved by the City Service Commission on **November 30, 2010**.

In the Fire and Police Commission, two new positions of Human Resources Representative, Salary Grade 07 is recommended for classification.

In the Department of Neighborhood Services:

One new position of Elevator Inspector II, Pay Range 589 is recommended for classification.

Two vacant positions of Code Enforcement Inspector II, Pay Range 541 is recommended for reclassification to Special Enforcement Inspector, Pay Range 572.

One new position of Office Assistant III, Pay Range 425 is recommended for classification.

Nine positions of Code Enforcement Intern, Pay Range 529 is recommended for reclassification to Code Enforcement Inspector II, Pay Range 541.

One position of Electrical Inspector II, Pay Range 589 is recommended for reclassification to Fire Protection Engineer III, Pay Range 628.

The following classification and pay recommendations will be submitted to the City Service Commission on **December 14, 2010**. We recommend these changes subject to approval by the City Service Commission.

In DPW-Infrastructure Services Division, one vacant position of Engineering Drafting Technician V, Pay Range 606 is recommended for reclassification to Engineering Drafting Technician IV, Pay Range 604.

In DOA-Information & Technology Management Division, one new position of GIS Analyst, Pay Range 598 is recommended for classification.

In the Department of Neighborhood Services:

One position of Building Codes Enforcement Supervisor, Salary Grade 07 currently held by Clyde Hutchinson is recommended for reclassification to Special Enforcement Manager, Salary Grade 10.

One position of Building Codes Court Administrator, Salary Grade 08 currently held by Jennifer Klouda is recommended for reclassification to Building Codes Court Administrator, Salary Grade 10.

200 East Wells Street, Room 706, Milwaukee, WI 53202 • Phone (414) 286-3751, FAX 286-0800, TDD 286-2960  
Employee Benefits, Room 701 • Medical Benefits Phone (414) 286-3184 • Worker's Compensation Phone (414) 286-2020, Fax 286-2106  
Labor Relations, Room 701 • Labor Relations Phone (414) 286-2357, Fax 286-0900  
Testing Fax (414) 286-5059 [www.milwaukee.gov/der](http://www.milwaukee.gov/der)

In the Health Department, one new position of Environmental Specialist Supervisor, Salary Grade 04 is recommended for classification.

In DPW-Administrative Services Division, various positions of the Technology Support Section is recommended for reclassification.

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: 3 Job Evaluation Reports  
2 Fiscal Notes

C: Mark Nicolini, Renee Joos, James Carroll, Troy Hamblin, Nicole Fleck, Joe Alvarado, Michael G. Tobin, Renee Keinert, Art Dahlberg, Lynne Steffen, Thomas Mishefske, Jeffrey Mantes, James Purko, Jeffrey Polenske, Dan Thomas, Martin Aquino, Sharon Robinson, Nancy Olson, Gary Langhoff, Clyde Hutchinson, Jennifer Klouda, Bevan Baker, Raymond Weitz, Kevin Hulbert, Shirley Krug, David Henke, Deborah Ritter, David Benishek, Jason Miller, John Harley, April Wilks, John Bacik, John Miller, Herlinda Franco, Roger A. Reed (TEAM), Richard Abelson, John English, Kenneth Wischer, Bill Mollenhauer, Daniel Panowitz, and Calvin Lee (DC 48)

## JOB EVALUATION REPORT

City Service Commission Meeting: November 30, 2010

This report recommends appropriate classifications and compensation levels for 16 positions created or changed in conjunction with the implementation of the 2011 City of Milwaukee budget. This report contains recommendations for positions in the Fire & Police Commission and Neighborhood Services.

In reviewing these positions, staff analyzed new job descriptions and held discussions with management representatives from affected departments. The following chart summarizes the recommended changes.

### FIRE & POLICE COMMISSION

Current	Request	Recommendation
Two New Positions	Human Resources Representative Two Positions SG 07 \$53,519 - \$74,922	Human Resources Representative Two Positions SG 07 \$53,519 - \$74,922

### NEIGHBORHOOD SERVICES

Current	Request	Recommendation
New Position	Elevator Inspector II PR 589 \$58,671 - \$66,035	Elevator Inspector II PR 589 \$58,671 - \$66,035
Code Enforcement Inspector II PR 541 \$43,909 - \$53,554* Two Vacant Positions	Special Enforcement Inspector PR 572 \$48,133 - \$58,788 * Two Positions	Special Enforcement Inspector PR 572 \$48,133 - \$58,788 * Two Positions
New Position	Office Assistant III PR 425 \$33,865 - \$37,464	Office Assistant III PR 425 \$33,865 - \$37,464
Code Enforcement Intern PR 529 \$26,216 - \$27,997 Nine Positions	Code Enforcement Inspector II PR 541 \$43,909 - \$53,554* Nine Positions	Code Enforcement Inspector II PR 541 \$43,909 - \$53,554* Nine Positions
Electrical Inspector II PR 589 \$58,671 - \$66,035	Fire Protection Engineer PR 628 \$64,697 - \$77,134	Fire Protection Engineer III PR 628 \$64,697 - \$77,134

\*Includes special attainment steps

### ACTION REQUIRED

#### Effective Pay Period 1, 2011 (December 26, 2010)

In the Salary Ordinance, Under Pay Range 628, add the title "Fire Protection Engineer III; under Pay Range 626, add the title "Fire Protection Engineer II"; and under Pay Range 624, add the title "Fire Protection Engineer."

In the Positions Ordinance, Under the Department of Neighborhood Services, Construction Trades Division, Electrical Inspection Section, delete one position of "Electrical Inspector II" and add one position of "Fire Protection Engineer III."

## **FIRE & POLICE COMMISSION**

<b>Current:</b>	<b>Two New Positions</b>	
<b>Request:</b>	<b>Human Resources Representative – Two Positions</b>	<b>SG 07</b>
<b>Recommendation:</b>	<b>Human Resources Representative – Two Positions</b>	<b>SG 07</b>

When the Department of Employee Relations and the Fire & Police Commission formally separated in 2007 it was determined that Employee Relations would continue to carry out the recruitment and testing functions of the Commission with the exception of Fire and Police Chief positions. In 2011, the final step of the Commission's reorganization will be completed when it reassumes these functions from Employee Relations. The Commission will perform recruitment and testing for sworn personnel, dispatchers, and telecommunicators while recruitment and testing for other civilian positions may, at the discretion of the Commission, continue to be handled by Employee Relations as they were prior to 2007.

The Commission will be responsible for developing and administering a variety of examinations including written, physical ability and oral tests; background investigations; medical and psychological examinations; and drug screening. In the 2011 City of Milwaukee budget, position authority for a Human Resources Representative and a Program Assistant I have been transferred from Employee Relations to the Fire & Police Commission and are recommended for classification as new positions in this report.

These two positions will provide a full range of personnel services to the Fire and Police Departments, employees, and the public in meeting the Fire and Police Departments' human resources needs. The primary function of these positions will be the staffing functions of recruitment, test development and administration, selection, as well as organizational development needs of entry-level and promotional public safety positions. Duties, responsibilities, and requirements include these staffing functions:

- Develop and implement recruitment plans and strategies
- Develop content valid selection processes for entry level and promotional examinations including job analysis and test research; examinations, scoring systems and eligible lists; and make recommendations for modifying tests based on research.
- Make arrangements for, administer, and grade examinations; process candidates for appointments/promotion including coordination of medical examinations, drug screen tests, background investigations, psychological examinations and administrative appeals of examination results.
- Provide guidance to those who conduct employment interviews, background investigations, medical/psychological examinations, and assessment exercises.
- Serve as liaison between department personnel and contractors employed by the Commission
- Participate in human resources planning and staffing issues with public safety departments and employees
- Investigate and respond to selection process related complaints and testify at hearings
- Advise and assist Executive Director, Commission, public safety departments, and candidates related to employment laws, rules, policies and procedures, and human resource issues involving city government.

Requires a bachelor's degree with a major in personnel management, industrial relations, public administration, psychology, business administration or related field and a minimum of three years experience performing duties such as those described above.

A job-related master's degree is desirable. These requirements have not been assessed for staffing purposes.

### **Analysis and Recommendation**

The duties, responsibilities, and requirements proposed for these new positions in the Fire & Police Commission are consistent with those of the classification of Human Resources Representative in Employee Relations with recruitment and testing responsibilities for general city departments.

We therefore recommend these new positions be classified as Human Resources Representatives in Salary Grade 07.

### **NEIGHBORHOOD SERVICES**

<b>Current:</b>	<b>New Position</b>	
<b>Request:</b>	<b>Elevator Inspector II</b>	<b>PR 589</b>
<b>Recommendation:</b>	<b>Elevator Inspector II</b>	<b>PR 589</b>

The 2011 budget for Neighborhood Services adds a fourth Elevator Inspector II position. State code requires that all existing elevators be inspected on a 12-month cycle. An increasing workload requires an additional inspector to meet the State's required inspection cycle. These periodic elevator inspections ensure the equipment is operation within the manufacturers' tolerances and does not put the safety of the riders at risk. Duties, responsibilities, and requirements of this new position include:

Conduct inspections of passenger and freight elevators, chair lifts, handicap lifts, escalators, moving walks, and dumbwaiters. These inspections take place in residential, commercial and industrial buildings to insure that equipment installed in the City of Milwaukee meets the standards prescribed by State and City codes. Inspection work includes elevator testing and review of plans or specifications for new or existing elevator installations.

Requirements include two years experience as an Elevator Inspector I and the requirement to pass an internal assessment of knowledge, skills, and abilities. Requirements for the Elevator Inspector I level include four years of experience in the mechanical and/or electrical aspects of the elevator industry and is deemed to meet the A17.1 National Code definition of 'elevator personnel' with documented training AND one year experience performing inspections and performing/witnessing tests as specified in A17.1 Sections 8.10 or 8.11 and A18.1. Equivalent combinations of training and experience may also be considered. These requirements have not been assessed for staffing purposes.

Our review of job description for this new position indicates that the duties, responsibilities and requirements are consistent with the classification of Elevator Inspector II. We therefore recommend that this new position be classified as Elevator Inspector II in Pay Range 589.

<b>Current:</b>	<b>Code Enforcement Inspector II</b>	<b>Two Positions</b>	<b>PR 541</b>
<b>Request:</b>	<b>Special Enforcement Inspector</b>	<b>Two Positions</b>	<b>PR 572</b>
<b>Recommendation:</b>	<b>Special Enforcement Inspector</b>	<b>Two Positions</b>	<b>PR 572</b>

The 2011 budget for Neighborhood Services includes a reduction of two Code Enforcement Inspectors II and an increase of two Special Enforcement Inspectors. This change will allow

Neighborhood Services to improve the enforcement process for properties that require monthly reinspection for noncompliance with orders to correct code violations. Follow-up on special compliance problems is a responsibility of a Special Enforcement Inspector. This change in classification will also increase the department's ability to work with the City Attorney's Office and the Police Department on nuisance properties.

The duties, responsibilities and requirements of a Special Enforcement Inspector include providing a higher-level of specialized inspection and investigation service related to the intensive enforcement of the building codes. These positions:

- Conduct field inspections of residential and commercial properties for compliance with building and zoning codes.
- Conduct follow-up reinspections when appropriate and provide required supporting updates and documentation such as issuing violation letter, daily route sheets, and updates on complaints, orders, surveys, and fire inspections for his or her district.
- Involved with identifying and abating special compliance problems associated with specific owner/operators, specific geographic areas, specific code problems, and designated problem properties. Work with the City Attorney's Office and Police Department on enforcement of building code issues related to these problems.
- Complete responsibilities for an assigned program that may include Graffiti enforcement, abatement and education, oversight of sheriff sales and IN-REM properties, TIN surveys, City-wide housing coalition, zoning violations, complaint desk and essential service program.
- Assists managers in developing and implementing new policies and procedures through data collection and piloting.
- Responsible for learning, understanding and remaining informed on all related City of Milwaukee, State of Wisconsin and national codes and any changes that may be adopted.
- Meets with residents, property owners, block clubs and community groups to discuss approaches to improve neighborhood conditions and to share the services provided by Neighborhood Services.

Requirements include experience at the level of a Code Enforcement Inspector II and must have obtained the following certifications: Uniform Dwelling Code-Construction, International Fire Code or NFPA certification or State of Wisconsin Fire Certification. These requirements have not been assessed for staffing purposes.

Our review of job description for this new position indicates that the duties, responsibilities and requirements are consistent with the classification of Special Enforcement Inspector. We therefore recommend that these new positions be classified as Special Enforcement Inspector in Pay Range 572.

<b>Current:</b>	<b>New Position</b>
<b>Request:</b>	<b>Office Assistant III PR 425</b>
<b>Recommendation:</b>	<b>Office Assistant III PR 425</b>

The 2011 budget for Neighborhood Services includes one additional Office Assistant III position funded through the NSP 3 grant to support the Vacant Building Registration Program. With this additional position, two Office Assistants III will provide administrative support to the program.

The Vacant Building Registration program requires specific buildings that are vacant for more than 30 days to be registered with Neighborhood Services. This program has provided more proactive and comprehensive inspections and monitoring of vacant properties in the City of

Milwaukee. There are currently 1842 vacant properties in the program and with the downturn in the housing market the increased number of vacant properties is expected to increase by an additional 1500 in 2011.

This new Office Assistant III will perform all necessary clerical functions for the Vacant Building Registration Program to include:

- Answering calls and inquiries for the Vacant Building Registration Program and Residential Rental Certificate of Compliance Program.
- Maintain all related files
- Prepare reports, letters, and related correspondence
- Follow-up on referrals to other divisions to expedite final certification
- Schedule inspections and reinspections for inspectors

Requirements include four years of office experience including one year at the level of an Office Assistant II. These requirements have not been assessed for staffing purposes.

Our review of job description for this new position indicates that the duties, responsibilities and requirements are consistent with the classification of Office Assistant III. We therefore recommend that this new position be classified as Office Assistant III in Pay Range 425.

<b>Current:</b>	<b>Code Enforcement Intern</b>	<b>9 positions</b>	<b>PR 529</b>
<b>Request:</b>	<b>Code Enforcement Inspector II</b>	<b>9 positions</b>	<b>PR 541</b>
<b>Recommendation:</b>	<b>Code Enforcement Inspector II</b>	<b>9 positions</b>	<b>PR 541</b>

In the 2011 budget, the Department of Neighborhood Services has proposed changing the position authority of nine positions of Code Enforcement Intern to the higher level of Code Enforcement Inspector II. These positions are funded through the Targeted Enforcement grant.

The Code Enforcement Intern program allows Neighborhood Services to hire individuals who do not yet meet the minimum requirements for the position of Code Enforcement Inspector I in Pay Range 530. Incumbents hired as Interns attend MATC to complete required coursework and also receive on-the-job training meant to prepare them for promotion to the level of Code Enforcement Inspector I. Upon fulfilling the requirements of the program, interns are eligible to be promoted. However, in some cases, there are no available vacancies within the department, and the promotion must be delayed.

This report recommends classifying the positions of Code Enforcement Intern to Code Enforcement Inspector II to allow interns to be promoted to and work in the full capacity of a Code Enforcement Inspector I as soon as they have fulfilled the requirements of the program. As vacancies arise in the department, the employee would be transferred, allowing the department to hire a new intern.

Based upon this rationale, we recommend nine positions of Code Enforcement Intern in Pay Range 529 be reclassified to Code Enforcement Inspector II in Pay Range 541.

<b>Current:</b>	<b>Electrical Inspector II</b>	<b>PR 589</b>
<b>Request:</b>	<b>Fire Protection Engineer</b>	<b>PR 628</b>
<b>Recommendation:</b>	<b>Fire protection Engineer III</b>	<b>PR 628</b>

The purpose of this new position is to facilitate the adaptive reuse of buildings by reviewing fire protection and fire alarm systems and on-site inspections, a service that is not currently offered by any City department. In reclassifying this position, the Department of Employee Relations

worked with the Department of Neighborhood Services to conceptualize the position and create a job description outlining duties, responsibilities, and minimum requirements.

Working under the general direction of the Building Construction Manager, the major areas of responsibility for the Fire Protection Engineer will be as follows:

- Provides technical advice to design professionals by doing a risk analysis of buildings and providing guidance on how adaptive reuse of an existing building can be achieved with appropriate use of fire prevention techniques. Evaluates alternate means and methods for achieving code compliance.
- Reviews shop drawings for all fire alarm and other fire protection installations for compliance with code requirements. Reviews and processes plans and permits.
- Identifies improvements and changes needed in ordinances, policies, and code provisions and drafts suggested changes for review.
- Evaluates the storage, handling and usage of flammable and combustible materials and hazardous material compliance with fire codes, standards and other regulations.
- Provides training and guidance to departmental staff in fire protection, fire alarm systems, and the storage and processing of hazardous materials.
- Investigates complaints and Aldermanic service requests and, if necessary, writes work orders to correct conditions.

The knowledge, skills, abilities, and attributes (KSAs) required for successful job performance include the following:

- Ability to conduct risk analyses to evaluate existing buildings for required fire protection systems.
- Ability to communicate the results of a fire protection risk assessments to customers including designers, architects, engineers, property owners, and tenants.
- Diplomacy and tact in dealing with customers and stakeholders, including owners, landlords, tenants, elected officials, and others.
- Ability to train staff in the area of fire protection and fire alarm systems, hazardous and combustible materials storage.
- High-level ability in using databases, spreadsheets, specialized software, and standard office software and hardware.
- Ability to organize and prioritize work.
- Strong attention to detail.
- Knowledge of nationally recognized standards in fire protection systems, the International Fire Code, the International Building Code and the State of Wisconsin Building Commercial Building Code.
- Ability to read blueprints.

The job description prepared by the Department states that the minimum requirements are a "bachelors degree or higher in fire protection engineering or a closely related field; and a minimum of one year experience in the field of fire protection systems or closely related field." Although the Staffing Division will ultimately determine the minimum requirements for this position, a professional at the level proposed would typically be required to possess a minimum of three years of relevant work experience. It should be noted that neither the KSAs listed above nor the minimum requirements stated by the Department have been assessed for purposes of staffing.

## Analysis and Recommendation

This position will function as a higher-level professional engineer with expertise in fire protection systems and establish a new program in the Department of Neighborhood Services. The City service has long-established series for professional engineers:

- Civil Engineer I, II, III, and IV
- Mechanical Engineer I, II, and III
- Traffic Control Engineer I, II, and III
- Electrical Engineer I, II, and III

The pay levels for each of these engineering series is as follows:

**Pay Ranges for  
Civil Engineers, Mechanical Engineers,  
Traffic Control Engineers and Electrical Engineers**

Level	Pay Range	Minimum	Maximum
Engineer I	624	50,097.84	59,792.20
Engineer II	626	56,940.52	67,909.92
Engineer III	628	64,697.10	77,133.68
Civil Engineer IV*	630	73,557.90	87,621.56

\*It should be noted that only Civil Engineer has a IV level classification.

According to the Bureau of Labor Statistics, median wages for health and safety engineers, excluding those in mining, were \$65,000 for the Milwaukee-West Allis-Waukesha area in May of 2009. For that reason, and because this position will function as a high-level engineer responsible for establishing a new program, it is recommended that this new position be classified as a Fire Protection Engineer III, in Pay Range 628, which has a maximum rate of \$77,133.

It is further recommended that a new series be created consisting of

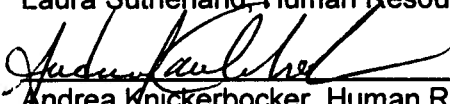
- Fire Protection Engineer PR 624
- Fire Protection Engineer II PR 626
- Fire Protection Engineer III PR 628

Establishment of this series will enable the Department to hire a new employee at the Fire Protection Engineer I, II, or III level, depending upon the credentials and experience the individual brings to the job.

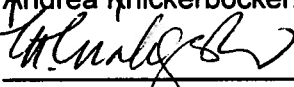
Prepared by:

  
Laura Sutherland, Human Resources Representative

Prepared by:

  
Andrea Knickerbocker, Human Resources Manager

Reviewed by:

  
Maria Monteagudo, Employee Relations Director

**JOB EVALUATION REPORT**City Service Commission Meeting: December 14, 2010Department: Department of Public Works – Administrative Services Division

<b>Current</b>	<b>Request</b>	<b>Recommendation</b>
Network Planning Manager SG 12 (\$73,627 - \$103,077) Incumbent: David Henke	Information Technology Manager SG 12 (\$73,627 - \$103,077)	Public Works IT Manager SG 12 (\$73,627 - \$103,077)
Telecommunications Analyst-Associate SG 06 (\$50,206 - \$70,295) Incumbent: John Bacik	Telecommunications Analyst-Senior SG 08 (\$57,028 - \$79,836)	Telecommunications Analyst-Senior SG 08 (\$57,028 - \$79,836)
Systems Analyst-Associate SG 06 (\$50,206 - \$70,295) Incumbent: John Miller	Study of Position	Applications Programmer SG 06 (\$50,206 - \$70,295)
Network Coordinator-Senior SG 06 (\$50,206 - \$70,295) Incumbent: Deborah Ritter	Study of Position	IT Support Services Manager SG 10 (\$64,805 - \$90,728)
Network Analyst-Associate PR 598 (\$55,374 - \$67,258) Incumbent: David Benishek	Study of Position	IT Support Specialist-Lead PR 591 (\$62,009 - \$75,346)
Network Analyst-Associate PR 598 (\$55,374 - \$67,258) Incumbent: Jason Miller	Study of Position	IT Support Specialist-Senior PR 598 (\$55,374 - \$67,258)
Engineering Systems Specialist PR 595 (\$47,652 - \$57,868) Incumbent: John Harley	Study of Position	IT Support Specialist-Senior PR 598 (\$55,374 - \$67,258) Incumbent to underfill as IT Support Specialist PR 596 (\$49,472 - \$60,080)
Network Specialist PR 594 (\$45,940 - \$55,7420) Incumbent: April Wilks	Study of Position	IT Support Specialist-Senior PR 598 (\$55,374 - \$67,258) Incumbent to underfill as IT Support Specialist PR 596 (\$49,472 - \$60,080)
Database Specialist PR 534 (\$41,150 - \$48,502) Incumbent: Herlinda Franco	Desktop and Applications Support Associate PR 534 (\$41,150 - \$48,502)	IT Support Associate PR 534 (\$41,150 - \$48,502)

**Actions Required**

In the Salary Ordinance:

Under Salary Grade 012, delete the title "Network Planning Manager" and add the title "Public Works IT Manager".

Under Salary Grade 10, add the title "IT Support Services Manager".

Under Salary Grade 08, add the title "Applications Programmer".

Under Salary Grade 06, delete the title "Systems Analyst-Associate".

Under Pay Range 598, add the title "IT Support Specialist-Senior".

Under Pay Range 596, add the title "IT Support Specialist".

Under Pay Range 595, delete the title "Engineering Systems Specialist".

Under Pay Range 594, delete the title "Network Specialist".

Under Pay Range 591, add the title "IT Support Specialist-Lead".

Under Pay Range 534, add the title "IT Support Associate".

**In the Position Ordinance:**

Under the Department of Public Works-Administrative Services Division, Technology Support Services, delete one position of "Network Planning Manager (Y)", add one position of "Public Works IT Manager (Y)"; delete one position of "Telecommunications Analyst-Associate", add one position of "Telecommunications Analyst-Senior"; delete one position of "Systems Analyst-Associate", add one position of "Applications Programmer"; delete one position of "Network Coordinator-Senior", add one position of "IT Support Services Manager"; delete two positions of "Network Analyst-Associate", add one position of "IT Support Specialist-Lead"; delete one position of "Engineering Systems Specialist", delete one position of "Network Specialist", add three positions of "IT Support Specialist-Senior"; delete one position of "Database Specialist", and add one position of IT Support Associate".

**Background**

The initial request to review the job classifications and pay levels for a number of positions in the Technology Support Section of the DPW-Administrative Services Division began about five years ago at the request of the former manager of the division. However, in January of 2010 the section was reorganized to include information technology staff previously in other DPW Divisions. Administrative Services Director Shirley Krug has subsequently requested a review of the positions in this section. The table below provides a list of positions in the Technology Support Section.

**Technology Support Section  
DPW-Administrative Services Division**

Functional Area	Title	Incumbent	SG/ PR
	Network Planning Manager	David Henke	12
Telecommunications Services	Telecommunications Analyst-Project Leader	Daniel Brousseau	11
	Telecommunications Engineer	Michael Panlener	10
	Telecommunications Analyst-Senior	Michael Gerard	08
	Telecommunications Analyst-Senior	Vacant	08
	Telecommunications Analyst-Associate	John Bacik	06
	Communications Facilities Coordinator	Glenn Siettmann	607
Applications Programming*	Systems Analyst-Associate	John Miller	06
Server/Desktop Computing Support*	Network Coordinator-Senior	Deborah Ritter	06
	Network Analyst-Associate	David Benishek	598
	Network Analyst-Associate	Jason Miller	598
	Engineering Systems Specialist	John Harley	595
	Network Specialist	April Wilks	594
	Database Specialist	Herlinda Franco	534

*\*This table does not include three contract employees who work in Applications Programming and Server/Desktop Support.*

**Study Process**

In studying this request, staff reviewed the following written documentation:

- Current job descriptions for all positions
- Revised job descriptions for all positions in the Server/Desktop Support area
- Work products from one employee in Server/Desktop Support area
- Job Analysis Questionnaires completed by some employees
- Lists of duties and responsibilities for by most employees in the Server/Desktop Support area
- Job classification specifications from many cities, including St. Paul, Madison, Seattle, and the City and County of San Francisco

- Pay data from the Bureau of Labor Statistics and salary.com.
- Individual inventories of education, training, and certifications for most employees in the Server/Desktop Support area

Job audit interviews were conducted with the following individuals at their worksite:

Deborah Ritter	Network Coordinator-Senior
David Benishek	Network Analyst-Associate
Jason Miller	Network Analyst-Associate
John Harley	Engineering Systems Specialist
April Wilks	Network Specialist
John Bacik	Telecommunications Analyst-Associate
John Miller	Systems Analyst-Associate

The purpose of these interviews was to understand, in detail, all the duties and responsibilities of each job, and obtain each employee's perspective on both the level of responsibility associated with the job and degree of knowledge and also the skill required to successfully perform the work. In addition, a number of discussions were held with David Henke, the manager of the Technology Support Section; Deborah Ritter, supervisor of the Server/Desktop Computing Support area; and Dan Thomas, Public Works Personnel Administrator. What follows is a description of the work performed by each area within the Technology Support Section and an assessment of the job classification and pay level of each position.

### TELECOMMUNICATIONS SERVICES

The City of Milwaukee designs, installs, and manages its own wide area network (WAN) built with fiber and conduits owned, maintained, and operated by the City's Department of Public Works. This network provides communications structure and data circuits used by the Police Department, Fire Department, all Health Centers, some Public Libraries, and all other City departments. The network includes communication circuits for the telephone system, Police radio system, systems used by the Water Works and other departments, security, building management, fuel management, telemetry, and video systems. If the City were to purchase this infrastructure and services from a telecommunications company, the associated cost is estimated to be \$450,000 per month.

During the recent past the network has expanded and now serves a number of other public entities and business partners, including WISNET/University of Wisconsin - Milwaukee (UW-M); MATC; the Great Lakes WATER Institute; Discovery World; Milwaukee World Festival; MIAD; and the Milwaukee Public Museum. Future development plans include the extension of the optical network to the Housing Authority, all Public Libraries, and additional public institutions.

The positions assigned to this area are consequently involved in the design, installation, and maintenance of a fiber optic data communication network. It is important to note that "telecommunications," as the term is used here, includes both data and voice communications. The current staff is comprised of the following job classifications:

Number of Positions	Job Title	Salary Grade Pay Range
1	Telecommunications Analyst-Project Leader	11
1	Telecommunications Engineer	10
2	Telecommunications Analyst-Senior	8
1	Telecommunications Analyst-Associate	6
1	Communications Facilities Coordinator	607

The essential functions of a Telecommunications Analyst in the Department of Public Works are as follows:

- Design, install, maintain and support a 7/24/365 enterprise network
- Support Open Source and Linux-based security tools and firewalls.
- Install, configure and support network equipment and services including: TCP/IP subnetting, DNS; DHCP, OSPF, VLAN, IPX/SPX, SNMP, SMTP, RTP, VRRP, DWDM, SONET, Ethernet, Fast Ethernet, Gigabit Ethernet, DSL, fiber and CAT 5 cabling, RS232 communications and CLI server administration.
- Install, manage, configure and support application server hardware such as: blade servers, RAID arrays, backup systems and server operating systems, including UNIX, LINUX, Windows 2007.
- Install, manage, configure and support wired and wireless networking including, RS232; 900MHZ, RF, Antennas, cabling, and the like
- Continuously monitor the network, identify problems, and implement solutions to keep networks in operation at all times.
- Document network components and provide network administration support.
- Work closely with customers, following up on issues and concerns, and keeping them informed.
- On a rotating basis, provide 24/7 on-call service to provide support for emergency and off-hour problems.

The current requirements for each of the levels of Telecommunications Analyst, as stated on a job announcement from May, 2007 are as follows.

Telecommunications Analyst-Assistant Salary Grade 04	<ul style="list-style-type: none"> <li>• One year of experience in local and wide area network infrastructure installation, maintenance, repair and support related functions. This should include direct experience in managing and configuring routers, switches, firewalls, etc.</li> <li>• An Associate's Degree in Information Management, Computer Science, Mathematics or a closely related field from an accredited college.</li> </ul>
Telecommunications Analyst-Associate Salary Grade 06	<ul style="list-style-type: none"> <li>• Two years of experience in local and wide area network infrastructure installation, maintenance, repair and support related functions. This should include direct experience in managing and configuring routers, switches, firewalls, and the like.</li> <li>• An Associate's Degree in Information Management, Computer Science, Mathematics or a closely related field from an accredited college.</li> <li>• Advanced industry-recognized networking certifications are desirable.</li> </ul>
Telecommunications Analyst-Senior Salary Grade 08	<ul style="list-style-type: none"> <li>• Three years of experience in local and wide area network infrastructure installation, maintenance, repair and support related functions. This should include direct experience in managing and configuring routers, switches, firewalls, and the like.</li> <li>• A Bachelor's Degree in Information Management, Computer Science, Mathematics or a closely related field from an accredited college.</li> <li>• Advanced industry-recognized networking certifications are desirable.</li> </ul>
Telecommunications Analyst-Project Leader Salary Grade 11	<ul style="list-style-type: none"> <li>• Five years of experience in local and wide area network infrastructure installation, maintenance, repair and support related functions. This should include direct experience in managing and configuring routers, switches, firewalls, etc.</li> <li>• A Bachelor's Degree in Information Management, Computer Science, Mathematics or a closely related field from an accredited college.</li> <li>• Advanced industry-recognized networking certifications are desirable.</li> </ul>
For each level, equivalent combinations of education and experience may also be considered.	

### **Telecommunications Services Analysis and Recommendations**

The City of Milwaukee's rates of pay for the Telecommunications Analyst series appears to be adequate, as indicated in a comparison of rates from both the Bureau of Labor Statistics (BLS) in May of 2009 and from [www.salary.com](http://www.salary.com).

**City of Milwaukee Rates of Pay for Telecommunications Analysts**

Title	SG	Minimum	Maximum
Telecommunications Analyst-Assistant	04	\$44,194	\$61,871
Telecommunications Analyst-Associate	06	\$50,206	\$70,295
Telecommunications Analyst-Senior	08	\$57,028	\$79,836
Telecommunications Analyst-Project Leader	11	\$69,090	\$96,722

In May of 2009, the Bureau of Labor Statistics reported the following rates of pay for Network Systems and Data Communications Analysts for the Milwaukee, Waukesha, West Allis area at the 25<sup>th</sup>, 50<sup>th</sup>, 75<sup>th</sup>, and 90<sup>th</sup> percentiles.

**Bureau of Labor Statistics Rates of Pay for  
The Milwaukee, Waukesha, and West Allis Area**

	25th Percentile	50th Percentile	75th Percentile	90 <sup>th</sup> Percentile
Network Systems and Data Communications Analysts	\$53,350	\$66,300	\$81,690	\$101,100

Considering the entire range of pay for Telecommunications Analysts from the minimum of Salary Grade 04 to the maximum of Salary Grade 08, the top rate of pay for a Telecommunications Analyst-Senior falls below the 75<sup>th</sup> percentile of all rates of pay reported by the BLS.

Current salary information from [www.salary.com](http://www.salary.com) indicates that most Telecommunications Analysts II in Milwaukee are paid between \$53,020 and \$68,230 and that most Telecommunications Analysts III are paid between \$63,586 and \$81,193. These reported rates do not take into consideration any bonuses paid.

Taking into account the value of benefits provided by the City, particularly the value of a defined benefit retirement benefit, something only available to less than 20% of employees in the private sector, the rates of pay for Telecommunications Analysts appear to be adequate enough to attract talent and provide an opportunity for career progression. For this reason, with one exception, we do not recommend changes to Salary Grade allocations for Telecommunications Analysts.

In spite of a weak labor market, there appears to be a continued demand for individuals with the technical skill set required to design, install, and maintain fiber optic networks. For that reason, we recommend changing the position authority for one position of Telecommunications Analyst-Associate, Salary Grade 06 held by John Bacik to Telecommunications Analyst-Senior in Salary Grade 08.

The department retains the option of hiring any vacant positions of Telecommunications Analyst at the Salary 04, 06, or 08 levels.

## **APPLICATIONS PROGRAMMING**

This section creates custom-built computer applications for DPW and in some cases other city departments. The Systems Analyst Associate in Salary Grade 06 in this area works under the general direction of the Network Planning Manager and an independent contractor who serves as a lead worker and develops, designs, and modifies new and existing Intranet and Internet web applications and servlets used by internal customers within Public Works and external customers. Examples of applications developed or modified include the City's online telephone directory; Asterisk Voice Mail; City Time, the City's timekeeping system for employees; online invoice and accounts payable system; online documentation of telephone cables; and DPW's Call Center database and related applications.

Routine work includes debugging web applications and servlets using programming languages that include C, C++ and Java, in addition to database language and database interfaces, with or without the use of an integrated development environment interface. The most technically complex work is associated with the development of new web applications. Like many if not most IT positions, the employee filling the position must respond to emergencies and the competencies brought forth at those

times can have a significant impact upon operations. The employee filling this position must be able to work successfully with users to clarify design requirements and troubleshoot problems.

The job audit indicates that the requirements of this position are as follows:

- A bachelor's degree in Information Management, Computer Science, Mathematics, or related field
- Two years of professional experience as a systems analyst, programmer analyst, or applications developer in a multiplatform environment
- Demonstrated experience in creating new applications for the Internet and an intranet.
- Ability to create and maintain effective business relationships with customers, coworkers, and others

The nature of work performed by this Systems Analyst-Associate is that of an applications programmer. The level of work, as indicated by the expertise required to successfully perform the job, indicates that the position is that of a fully experienced (journey-level) applications programmer.

The following salary information compares the pay level of the "Applications Programmer" in the Department of Public Works with Programmer Analysts in the City service and pay levels in the local labor market as of May, 2009.

**'Applications Programmer' and Programmer Analysts  
Rates of Pay in the City Service**

Title	PR/ SG	Minimum	Maximum
Programmer Trainee	435	\$35,363	\$38,963
Programmer I	515	\$36,216	\$44,277
Programmer II	556	\$48,133	\$56,690
Programmer Analyst	598	\$55,374	\$67,258
Systems Analyst-Associate 'Applications Programmer'	06	\$50,206	\$70,295

**Bureau of Labor Statistics Rates of Pay for  
The Milwaukee, Waukesha, and West Allis Area**

	25th Percentile	50th Percentile	75th Percentile	90 <sup>th</sup> Percentile
Computer Programmers	\$47,610	\$ 63,400	\$78,220	\$102,740

Considering that two-thirds of computer programmers in Milwaukee earned between \$63,400 and \$78,220 as of May, 2009, the applications programmer in the Department of Public Works appears to be well compensated. The position is not, however, in sync with the Programmer Analyst series used by the City. This series was created at a time when computer programming was centralized in the division of Information Technology Management and has not been reviewed for some time. For this reason, it would be unfair to compare the position in DPW with positions in the Programmer Analyst series.

For these reasons, it is our recommendation that this position retain its salary grade allocation for the present time, be studied at a later date in conjunction with a review of other Programmer Analysts and Systems Analysts, and be retitled to Applications Programmer.

### **SERVER/DESKTOP COMPUTING SUPPORT**

This work unit installs, maintains, administers, and supports all systems, hardware, software, and peripherals in the Department of Public Works including 12 servers and a variety of specialized proprietary software. There are some 800 users in the Department located in many different areas. The current staff is comprised of the following job classifications:

Number of Positions	Job Title	Salary Grade Pay Range
1	Network Coordinator-Senior	06
2	Network Analyst-Associate	598
1	Engineering Systems Specialist	595
1	Network Specialist	594
1	Database Specialist	534

A year ago, the employees listed above worked as IT support staff located in different divisions of DPW and the Network Coordinator-Senior, Deborah Ritter, coordinated their activities. Beginning in January of this year, DPW centralized all IT support services and personnel into one group, under the direction of Ms. Ritter. The goals of this reorganization were to create a centralized help desk for information technology users; introduce more accountability in the provision of IT support services; balance workloads and staffing demands; and create a more versatile workforce through training, coaching, and cross-training.

As a part of this reorganization, an IT help desk was created, protocols for handling issues were established, and open-source software called TrackIt was installed and modified to track issues. As might be expected, the staff is in transition between their former assignments and the work demands of this new unit. Some employees continue to support the systems and applications associated with their former assignments in such areas as Infrastructure, Buildings, and Fleet, while continuing to learn new systems, hardware, and applications in other divisions. All staff members work on a rotating basis answering calls from users.

As reflected in the job description created by the Department and verified in discussions, the Network Coordinator-Senior now supervises a staff of four employees and one contractor. One employee, David Benashek, has been functioning as a lead worker, assigning work, adjusting work loads, and producing reports administrative reports. In addition, Mr. Benishek continues to support the systems used by Fleet Services, and works at Fleet Services two days a week.

The job analysis indicates that these positions clearly require a different job title to accurately reflect the work personnel. Our research found a variety of job titles currently in use to describe the nature of work performed by employees in this section including: IS Support Specialist; IT Support Specialist; IS Technician; Information Technology Support Specialist; Information Technology Specialist; Help Desk Technician; PC Maintenance Technician, and others.

Of these possibilities, we recommend the use of the term IT Support Specialist. Inclusion of the term "IT" indicates that the duties and responsibilities of positions assigned to this series will include a broad spectrum of work in information technology, including systems, hardware, and software. This new series is presented below.

**New IT Support Specialist Series**

Title	Pay Range	Minimum	Maximum
IT Support Specialist-Lead	591	\$62,009	\$75,346
IT Support Specialist-Senior	598	\$55,374	\$67,258
IT Support Specialist	596	\$49,472	\$60,080
IT Support Associate	534	\$41,150	\$48,502

Rates of pay reported by the Bureau of Labor Statistics for the Milwaukee, West Allis, Waukesha area in May of 2009 reported the following rates of pay for broad groups of information technology jobs.

**Bureau of Labor Statistics Rates of Pay for  
Information Technology Jobs**

	25 <sup>th</sup> Percentile	Median	75 <sup>th</sup> Percentile	90 <sup>th</sup> Percentile
Computer and information systems manager	\$86,200	\$103,400	\$124,250	\$147,610
Computer and information systems managers	\$65,320	\$81,380	\$97,750	\$113,610
Computer software engineers, systems software	\$61,470	\$75,790	\$90,140	\$104,280
Computer software engineers, applications	\$60,780	\$73,940	\$88,070	\$103,040
Computer systems analysts	\$47,610	\$63,400	\$78,220	\$102,740
Computer programmers	\$49,410	\$68,550	\$88,150	\$102,760
Database administrators	\$53,350	\$66,300	\$81,690	\$101,100
Network systems and data communications analysts	\$47,130	\$64,880	\$77,990	\$98,320
Computer specialists, all other	\$51,860	\$63,200	\$78,850	\$92,970
Network and computer systems administrators	\$35,480	\$43,650	\$52,980	\$64,240

According to these definitions, the level of work performed by IT support specialists in the Department of Public Works, resting heavily upon the technical expertise required, appears to be a combination of two categories: computer support specialists and network and computer administrators. This is due to the complexity and variety of systems and specialized proprietary software supported. For that reason, a maximum rate of pay of \$67,258 for a fully experienced IT Support Specialist in DPW seems generous but not out of the question. It should also be noted that each member of the IT support staff team in DPW possesses a significant amount of formal and informal training and work experience in a variety of areas that add value to the Department.

To enhance management of the section, we recommend that a lead position be established. As previously noted, Mr. Benishek, Network Analyst-Associate in Pay Range 598 has been functioning in this role for some time. It is therefore recommended that one position of Network Analyst-Associate held by Mr. Benishek be reclassified to IT Support Specialist-Lead in Pay Range 591.

It is also recommended that the Position Authority for the remaining Network Analyst-Associate, Pay Range 598, Engineering Systems Specialist, Pay Range 595, and Network Specialist, Pay Range 594 be reallocated to IT Systems Specialist-Senior in Pay Range 598. For purposes of pay administration, current employees will be placed in the following job classifications:

- John Miller, IT Support Specialist-Senior, PR 598
- John Harley, IT Support Specialist, PR 596 (underfill level)
- April Wilks, IT Support Specialist, PR 596 (underfill level)

We are working with the Department to establish a framework that will place current employees in the appropriate job classification in the new series according to three factors: job-related training and education; work experience; and job performance. The Telecommunications Analyst series may be used as a reference point for this framework. In the future, it is expected that new employees will begin employment as IT Support Specialist in SG 596 and be eligible for promotion when they meet the standards established for promotion.

Further, we recommend one position of Database Specialist, in Pay Range 534, held by Herlinda Franco be retitled to IT Support Associate in Pay Range 534.

We recommend that the position of Network Coordinator-Senior filled by Deborah Ritter, which now has responsibility for managing all of the IT support services for the Department of Public Works, which includes a staff of five, administration of IT services, budget preparation and monitoring, and staff supervision and development, be reclassified to IT Support Services Manager.


The scope of responsibility associated with this job—maintaining 12 servers, supporting 800 users, and supporting a variety of proprietary software justifies the elevation of this job to Salary Grade 10. Furthermore, a number of systems managers in the City service, including the Network Manager for the

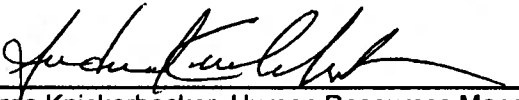
Department of Neighborhood Services and the Network manager for the Milwaukee Public Library System are allocated to Salary Grade 10.

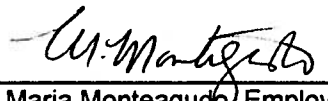
The job analysis indicates that the requirements for this position will be changed to reflect new, higher level requirements. It is reasonable to assume that this position will require a bachelor's degree in computer science, information technology or related field and a minimum of five years of experience administering computer systems, two years of which must have been supervising a staff. These requirements have not, however, been assessed for purposes of staffing.

For these reasons, it is recommended that the position of Network Coordinator-Senior in Salary Grade 06 be reclassified to IT Support Services Manager in Salary Grade SG 10.

Lastly, it is recommended that the position of Network Planning Manager, Salary Grade 12, held by David Henke be retitled to Public Works IT Manager to more accurately reflect the duties and responsibilities of the position.

Prepared by:   
Laura Sutherland, Human Resources Representative

Reviewed by:   
Andrea Knickerbocker, Human Resources Manager

Reviewed by:   
Maria Monteagudo, Employee Relations Director

**JOB EVALUATION REPORT**City Service Commission Meeting: December 14, 2010

This report recommends appropriate classifications and compensation levels for five positions created or changed in conjunction with the implementation of the 2011 City of Milwaukee budget. This report contains recommendations for positions in the Department of Public Works – Infrastructure Services Division, Neighborhood Services, Department of Administration-Information Technology & Management Division, and Health Department.

In reviewing these positions, staff analyzed new job descriptions and held discussions with 9 management representatives from affected departments. The following chart summarizes the recommended changes.

**DPW-INFRASTRUCTURE SERVICES DIVISION**

Current	Request	Recommendation
Engineering Drafting Technician V PR 606 (\$51,595 - \$66,379)* Vacant	Engineering Drafting Technician IV PR 604 (\$43,846 - \$58,711)*	Engineering Drafting Technician IV PR 604 (\$43,846-58,711)*

\*Includes M-Steps

**DOA – INFORMATION & TECHNOLOGY MANAGEMENT DIVISION**

Current	Request	Recommendation
New Position	GIS Analyst PR 598 (\$55,374 - \$67,258)	GIS Analyst PR 598 (\$55,374 - \$67,258)

**NEIGHBORHOOD SERVICES**

Current	Request	Recommendation
Building Codes Enforcement Supervisor SG 07 \$53,519 - \$74,922 Incumbent: Clyde Hutchinson	Advanced Building Codes Enforcement Manager SG 12 \$73,627 - \$103,077	Special Enforcement Manager SG 10 \$64,805 - \$90,728
Building Codes Court Administrator SG 08 \$57,028 - \$79,836 Incumbent: Jennifer Klouda	Building Codes Court Administrator SG 12 \$73,627 - \$103,077	Building Codes Court Administrator SG 10 \$64,805 - \$90,728

**HEALTH DEPARTMENT**

Current	Request	Recommendation
New Position	Training and Policy Coordinator SG 04 (\$44,194 - \$61,871)	Environmental Specialist Supervisor SG 04 (\$44,194 - \$61,871)

**ACTION REQUIRED****Effective Pay Period 1, 2011 (December 25, 2010)**

In the Salary Ordinance:

Under Salary Grade 010, add the titles "Special Enforcement Manager" and "Building Codes Court Administrator".

Under Salary Grade 008, delete the title "Building Codes Court Administrator".

In the Positions Ordinance:

Under the Department of Neighborhood Services, Residential Inspection Division, Code Enforcement Section, delete one position of "Building Codes enforcement Supervisor (X) and add one position of "Special Enforcement Manager (X)".

In the Positions Ordinance, under the Health Department, Disease Control & Environmental Health Services Division, Consumer Environmental Health, delete one position of "Environmental Health Training & Policy Coordinator (B)(X)(Y)" and add one position of "Environmental Specialist Supervisor (X)(Y).

#### **DPW-INFRASTRUCTURE SERVICES DIVISION**

<b>Current:</b>	<b>Engineering Drafting Technician V</b>	<b>PR 606</b>
<b>Request:</b>	<b>Engineering Drafting Technician IV</b>	<b>PR 604</b>
<b>Recommendation:</b>	<b>Engineering Drafting Technician IV</b>	<b>PR 604</b>

The Department of Public Works has requested the downgrade of one vacant position of Engineering Drafting Technician V to Engineering Drafting Technician IV in the Drafting & Building Services area of the Environmental Unit.

Positions within the Drafting & Building Services area previously included:

# of Positions	Title	Salary Grade/ Pay Range	Minimum	Maximum
1	Management Civil Engineer Senior	12	\$73,627	\$103,077
2	Engineering Drafting Technician V	606	\$51,595	\$66,379*
5	Engineering Drafting Technician IV	604	\$43,846	\$58,711*
7	Engineering Drafting Technician II	602	\$37,564	\$46,013*

*\*Includes M-Steps*

Within this structure the Engineering Drafting Technician V level acts as a leadworker for Engineering Drafting Technicians at the 'IV' and 'II' level and is responsible for checking engineering plans prepared by Engineering Drafting Technicians (EDT's) according to Environmental Engineering's drafting standards.

The department believes that the efficiencies created in recent years by improved computer technology and software now allow the Drafting & Building Services work area to function with one Engineering Drafting Technician V leadworker. They have therefore requested that this vacant position become an Engineering Drafting Technician IV.

An Engineering Drafting Technician IV is responsible for preparing sewer engineering plans, including plat pages of more that average difficulty, including minor design details. Incumbents of this level are also responsible for checking the accuracy of plans prepared by other Engineering Drafting Technicians according to standards. These positions assist the 'V' level in administering the computer network's file management system; provide sewer information to plumbers, real estate firms, developers and citizens; process building permits, utility permits and Hotline requests; review as-built plans of sewer installations and prepare special plans and sketches. The position requires five years of drafting experience, including two years at the level of an Engineering Drafting Technician II.

As the job description and requirements for this position are consistent with those of existing positions, it is our recommendation to change the classification and compensation of this position to An Engineering Drafting Technician IV in Pay Range 604.

## **DEPARTMENT OF ADMINISTRATION**

<b>Current:</b>	<b>New Position</b>	
<b>Request:</b>	<b>GIS Analyst</b>	<b>PR 598</b>
<b>Recommendation:</b>	<b>GIS Analyst</b>	<b>PR 598</b>

The basic function of this new grant funded position is to create, analyze, and maintain maps and reports for the City of Milwaukee and community based organizations receiving funds from the Community Development Grants Administration (CDGA) on a project basis. The duties and responsibilities include the following:

- 40% Provide GIS (Geographic Information Systems) support with mapping data, statistical analysis, and reports.
- 30% Provide support for existing web applications including data problem resolution, documentation, training, and future development.
- 20% Interact with public and internal customers and determine their geographic information needs.
- 10% Communicates and works closely with customers; follows up on issues and concerns and keeps customers informed; fully informs managers or Lead Analysts about time, activities, and status; and provides reports and presentations.

Requirements include a Bachelor's Degree with course work in cartography, geography, land engineering, automated mapping or geographic information systems (GIS) or an Associate's Degree with three years of experience working in related fields; knowledge of automated mapping/GIS principles and practices, and geographic information system theory and application; and an ability to write complex algorithms and perform a variety of difficult mapping and data assignments.

This new position in the DOA-ITMD 2011 budget is funded through a grant allocation from CDGA. The position is to be part of the Community Mapping and Analysis for Safety Strategies (COMPASS) program which uses Division's GIS infrastructure to create and maintain computer graphic files with a focus on public safety.

A review of the submitted job description indicates that the position will be performing duties that are similar to those of another current position of GIS Analyst in the Department. We therefore recommend that this new position in the Department of Administration - ITMD be classified as GIS Analyst in Pay Range 598.

## **DEPARTMENT OF NEIGHBORHOOD SERVICES**

On November 19, 2010 the Commissioner of Building Inspection requested the review of two positions for an appropriate level of pay and job title in conjunction with a reorganization that is under way in his department, the Department of Neighborhood Services (DNS). As envisioned, each of these positions will play a pivotal role in carrying out the mission and goals of the Department. The positions include one position of Building Codes Enforcement Supervisor in Salary Grade 07 and one position of Building Codes Court Administrator in Salary Grade 08. Each of these positions is discussed separately as follows.

<b>Current:</b>	<b>Building Codes Enforcement Supervisor</b>	<b>SG 07</b>
<b>Request:</b>	<b>Advanced Building Codes Enforcement Manager</b>	<b>SG 12</b>
<b>Recommendation:</b>	<b>Special Enforcement Manager</b>	<b>SG 10</b>

One of the major components of this reorganization in DNS will be the creation of a new Special Enforcement/Property Unit Division that will report directly to the Commissioner. This new division will be headed by a manager and staffed by Special Enforcement Inspectors. The primary goals of this division will be to:

- Attack nuisance/problem properties more effectively in conjunction with community prosecution teams
- Identify problems earlier in geographical areas
- Create a higher level of accountability for enforcement
- Reduce time frames for investigating zoning complaints
- Develop a more flexible, more highly trained staff to more effectively address fluctuations in workloads, perform special projects, and reduce response time to complaints.

This staff in this division will work proactively with the Police Department and other stake holders within geographical areas that will, for the most part, correspond with Police districts. It is planned that at least two Special Enforcement Inspectors will operate within each Police district. Each team will evaluate their district in conjunction with a community prosecution team to identify and document problem properties and devise strategies to resolve issues associated with problem properties.

The Special Enforcement Inspectors assigned to this new division will deal with a variety of complex issues including zoning enforcement; targeted enforcement; nuisance property abatement; placarding; and the monthly re-inspection of properties not in compliance. As indicated by the Commissioner of Building Inspection, the work of this new division will be integrated with larger City efforts to identify problem properties and eradicate the blighting influence that they represent to City neighborhoods.

One current position of Building Codes Enforcement Supervisor in Salary Grade 07 held by Clyde Hutchinson will be reclassified to serve as the manager for this new Special Enforcement/Property Unit Division. The position currently supervises several Special Enforcement Inspectors and Interns in the Residential Code Enforcement Division under the direction of a Code Enforcement Manager in Salary Grade 10. This small group deals with the most difficult residential code enforcement issues.

The new Special Enforcement Manager, as envisioned, will oversee a staff of 13 Special Enforcement Inspectors and report to the Commissioner of Building Inspection. Major areas of responsibility associated with the job will be the oversight of the monthly reinspection program; all aspects of staff supervision; the development and implementation of a staff training program that includes specialized training and cross-training; and assistance to elected officials and individuals outside of the Department.

Requirements of the position, as stated on the job description created by the Department, include five years of experience as a building codes enforcement supervisor and five years of experience as a Special Enforcement Inspector. Although these requirements have not been assessed for purposes of staffing, they appear reasonable considering that this manager will be required to have a broad scope of knowledge regarding much of the Department's work, exercise responsibility for staff, create new processes, and create and implement a significant staff training program.

The pay levels associated with division managers in the Department of Neighborhood Services ranges from Salary Grade 10 to 12, as seen in the following table.

Area of Enforcement	Job Title	Salary Grade
Construction Trades	Building Construction Inspection Division Manager	12
Commercial Inspection	Building Codes Enforcement Manager-Commercial	11
Residential Inspection	Building Codes Enforcement Manager	10
Nuisance & Environmental Health	Environmental Code Enforcement Manager	10

The Department has requested that this new special enforcement manager be allocated to Salary Grade 12, which would equate it with the Building Construction Inspection Division Manager. The building construction position requires a high level of knowledge in the building trades in such areas as construction, carpentry, plumbing systems, electrical systems, fire suppression systems, and elevator system, equivalent to an experienced engineer. The position under consideration, however, requires an in-depth knowledge of residential and commercial code enforcement. It is our assessment that the degree of knowledge required is not as high as that of the Building Construction Inspection Division Manager and more equivalent with other division managers in Salary Grade 10. Further, the degree of responsibility exercised, as reflected in the number of staff supervised, appears to be equivalent or somewhat less than other division managers. For this reason, we recommend a conservative placement of this position in Salary Grade 10. If in the future the duties and responsibilities of this position change to a significant extent, the classification and compensation can be studied again.

It is therefore our recommendation to reclassify one position of Building Codes Enforcement Supervisor in Salary Grade 07 to Special Enforcement Manager is Salary Grade 10.

<b>Current:</b>	<b>Building Codes Court Administrator</b>	<b>SG 08</b>
<b>Request:</b>	<b>Building Codes Court Administrator</b>	<b>SG 12</b>
<b>Recommendation:</b>	<b>Building Codes Court Administrator</b>	<b>SG 10</b>

The Court Section for the Department of Neighborhood Services is presently located in the Residential Inspection Division and consists of a Building Codes Court Administrator in Salary Grade 08, two Building Code Enforcement Inspectors, and three Office Assistants. The Building Codes Court Administrator is responsible for all of the processes and staff associated with case preparation and reports to the Building Codes Enforcement Manager in Salary Grade 10. As indicated in the table below, 62% of the cases referred to the court section originate from the residential code enforcement area.

#### Type and Number of Cases Referred to the Court Section of DNS

Area	Number
Residential	2,318
Nuisance/Vector	613
Zoning	260
Plumbing	211
Commercial	118
Electrical	97
Condemnation	26
Construction	24
Elevator	20
Environmental	12
Boiler	1

The Building Codes Court Administrator oversees the preparation of all cases for municipal court, including the preparation of documents and procurement of witnesses; conducts pre-trial negotiations with an Assistant City Attorney; and assists the Assistant City Attorney during hearings. The Building Codes Administrator is also responsible for day-to-day supervision of two Building Code Enforcement Inspectors; an Office Assistant IV; an Office Assistant III; and an Office Assistant II.

The requirements for the position, as written by the Department, include two years of experience as a code enforcement supervisor and experience with court processes. It is our assessment that the requirements for the job be a bachelor's degree in planning, public administration or related field and four years of experience in code enforcement, municipal code administration, planning and managing a related program. We further recommend that a Law degree may be substituted for two years of the required non-supervisory work experience. These suggested requirements have not been assessed for purposes of staffing.

Within this reorganization the Court Section is redefined as a Division within the Department of Neighborhood Services with the Building Codes Court Administrator reporting directly to the Commissioner of Building Inspection. This change is designed to elevate the Department's prosecution efforts and provide the Building Codes Court Administrator with the necessary authority to recommend and implement department wide changes to processes and procedures required to improve the effectiveness of prosecution efforts.

The Department has requested that this position be allocated to Salary Grade 12. Our analysis is that the knowledge base required for this job is relatively high. The changes in reporting relationship and responsibility for impacting department-wide processes and procedures will increase the level of authority and responsibility of the position. For these reasons, we recommend that the position be classified equivalent to other DNS division managers in Salary Grade 10.

It is therefore our recommendation within this reorganization to reallocate the Building Codes Court Administrator from Salary Grade 08 to Salary Grade 10.

## HEALTH DEPARTMENT

<b>Current:</b>	<b>New Position</b>	
<b>Request:</b>	<b>Training and Policy Coordinator</b>	<b>SG 04</b>
<b>Recommendation:</b>	<b>Environmental Specialist Supervisor</b>	<b>SG 04</b>

The basic function of this new position is to provide field training, develop designated policies, and supervise and evaluate the work of subordinate personnel in the enforcement of laws, rules, and regulations within the Consumer Environmental Health Program (CEH) of the Health Department. This includes approving court actions and license suspensions; recommending the revocation of licenses to the CEH Environmental Health Program Manager; resolving disagreements over inspection results; assisting the CEH Environmental Health Program Manager with special projects and policy assignments as directed, and performing administrative and supervisory functions in the absence of the CEH Environmental Health Program Manager. The duties and responsibilities include the following:

### 30% Develop and Implement Field Training Plans:

Responsible for developing and implementing the training program for new hires in CEH and providing ongoing training for CEH staff; develop and design instructional programs and supporting documentation to support training needs for new hires and current staff; and plan and develop training programs for staff on the use of new and existing electronic resources.

- 30% Policy Development and Revision  
Create new policies, procedures, and instructional manuals to address changes in the CEH program; and update existing policies and procedures.
- 20% Training & Supervision:  
Provide basic training and supervision to CEH Environmental Health Specialists ensuring that activities and inspectional reports are accurate and appropriate.
- 20% Database Development:  
Develop database queries to report on the inspectional and licensing activities of the Division.

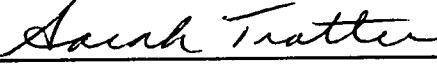
Requirements include a Bachelor's Degree in Environmental Health, Public Health, Public Administration, or related field and two years of experience conducting environmental health inspections. These requirements have not yet been assessed for staffing purposes.

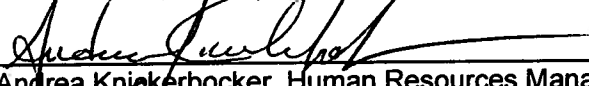
This position will be part of the management team in the CEH Program and will focus on training; developing policies; approving court actions and license suspensions; resolving disagreements over inspection results; assisting the Environmental Health Program Manager with special projects and policy assignments; and performing administrative and supervisory functions in the absence of the Program Manager. The management team currently includes the Environmental Health Program Manager in Salary Grade 07 and the Environmental Specialist Supervisor in Salary Grade 04. This new position will provide a third management position to assist with oversight and administrative and supervisory functions for the other 23 positions in the Program.


The basic function of the current Environmental Specialist Supervisor in CEH is to coordinate and evaluate proposals for new, changed, or remodeled food establishments in compliance with National Sanitation Foundation (NSF) standards and local ordinances; provide guidance to inspection staff regarding equipment standards and specifications; provide training to staff, food vendors, and equipment personnel; recommends code and program changes to incorporate new standards and technology as needed; and exercises supervision, particularly when staff are assigned to construction projects.

Similar to this new position the current Environmental Specialist Supervisor focuses on a particular area within the program, by reviewing plans and overseeing the inspection of equipment, but also assists with oversight and administrative and supervisory functions. This new position will focus on training and policy development and revision but will also assist with the oversight and administrative and supervisory functions within the CEH Program. The title Environmental Specialist Supervisor is general enough to include the functions of both of these positions. We therefore recommend that this new position in the Health Department be classified as Environmental Specialist Supervisor in Salary Grade 04.

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