



**CITY OF MILWAUKEE
MUNICIPAL COURT**

Derek C. Mosley, Presiding Judge
Branch 2

Valarie A. Hill, Judge
Branch 1

Phillip M. Chavez, Judge
Branch 3

Sheldyn M. Himle
Chief Court Administrator

Timothy T. Richter
Court IT Manager

October 3, 2022

TO: Finance & Personnel Committee

FROM: Sheldyn M. Himle, Chief Court Administrator
Municipal Court

RE: Court Managers positions

Municipal Court is a small “department” currently consisting of 29 approved administrative positions. Of those, the Chief Court Administrator position is an appointee and the remaining positions are governed by City Service Commission Rules. Of those 28 positions, four are managers overseeing the following functional sections and positions therein:

Deputy Court Administrator (vacant), overseeing 7 courtroom proceedings positions:

- 1 – Court Clerk II
- 6 – Court Clerk I - 1 is vacant

IT Manager, overseeing 4 IT positions:

- 2 – Programmer Analyst - 1 is vacant
- 2 – IT Support Specialist Sr. - 1 is vacant

Court Business Manager, overseeing 5 accounting/teller positions:

- 1 – Accounting Assistant III - vacant
- 4 – Accounting Assistant II

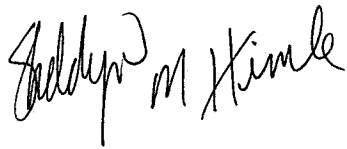
Court Services Supervisor, overseeing 7 court services (intake/customer service) positions:

- 1 – Court Services Assistant IV - vacant
- 5 – Court Services Assistant III
- 1 – Customer Service Representative/Interpreter (bilingual Spanish) - vacant

The twenty-ninth administrative position is the Administrative Assistant III, who works as the judicial assistant to the judges. Being a City Service position, the AAll reports directly to me as do the managers.

Beyond managing the staff in each section, managers are subject matter experts within that section and able to step in and do the work, as needed. They also have other responsibilities that are critical for keeping the Court running smoothly. To provide greater understanding of this, I have included information for each managerial position.

I will be happy to answer any questions you may have.



/SMH

Attachments – Descriptions of work done by each section manager

Municipal Court: Deputy Court Administrator

Current classification range 1IX

Resident Wage salary/recruitment range: \$79,297 – \$111,016

Serves as the Court's Personnel Officer – 40%

Responsible for all recruitment, hiring, onboarding, offboarding and exit interviews; management of job descriptions and the performance assessment process; management of workforce planning programs; all aspects of FMLA leave administration; ADA compliance; management of the Court's Employee Handbook and enforcement of both City and departmental work rules through coaching and disciplinary actions, as needed; provides counsel to all staff seeking assistance and direction; and, manages the conflict resolution process between employees or with their managers.

Manages Courtroom Proceedings Section – 30%

Direct oversight and supervision of the Court Clerks section (staff working directly in the courtrooms for all Court sessions with the judges, who also provide other administrative and clerical work related to judicial proceedings); addressing all courtroom issues, as they arise; and, coaching and development of team members.

Serves as the Deputy department head – 15%

Acts on behalf of the Chief Court Administrator in their absence; and, works in conjunction with the three elected judges to further the Court's mission.

Management and Oversight of Policies, Procedures, Legislation and Schedules – 10%

Creates, codifies, updates and publishes the Court Policy and Procedures manual; reviews new and changing local and state legislation to determine the impact to the Court and implements necessary changes to the Court's policies and procedures; and, manages the City's non-traffic deposit schedule (prepping for hearing and approval from Judiciary & Legislation Committee) which includes communicating approved changes to MPD and City Attorney's Office personnel.

Representative for the Court – 5%

Represents the Court at Common Council meetings, ad hoc meetings, and other groups as they arise; serves as liaison between the Court and various organizations, including but not limited to the MPD, Milwaukee County Sheriff's Department, Marquette University Police Department, the City's DER and Milwaukee Area Technical College, and other community leaders and groups, as needed.

Municipal Court: IT Manager

Current classification range 1IX

Resident Wage salary/recruitment range: \$91,074 – \$111,016

Interface with Court Staff Outside of IT Section - 45%

Collaboration with Court management team; consult and confer with judges regarding high level planning and direction of the Court; Court Services section CATS issues and collaboration on changes; Accounting section CATS issues and development ideas; Clerks CATS issues, change requests; Bailiffs, as with all groups mentioned here, support and collaboration on processes and IT projects.

Overall, providing IT support for all staff and CATS users (including externals such as, DNS personnel, MPD personnel, CAO personnel), oversight of CATS change management; collaboration on IT policies, with all affected parties; maintaining Court's strategic long-term technology plan; Ordinance and State Statue management/research within CATS; and, addressing elevated situations/conflict with onsite public/defendants as needed.

Within IT Section - 30%

Provide supervision, coaching, development and training for information technology team; project management, both long-term and short-term; oversight of staff workload and resource allocation; securing necessary resources for staff; and, server management.

Work/interface with other City Departments and Committees - 10%

DER – Hiring process for IT positions and interview panels for other sections; DPW – Managing physical card security system and citation processing/filing; ITMD Leadership (David Henke, Bob Surita, etc.) – Any higher-level, cooperative work related to Court and City IT; City Records Department (Brad Houston) – Management of Court documents and retention; CIMC (City Information Management Committee) – IT leadership committee across all City Departments; and, participation in Council Committee meetings as needed.

Outside Vendors, Contractors and Purchasing Department: 10%

Purchasing Dept: RFPs, purchase orders, contracts, etc.; Budgeting Dept: annual budget processes, provision of data, general Court process questions; MAGIC Software personnel (software company used for CATS - Court Automated Tracking System); Oracle Corporation; and, other software and hardware companies as needed with new or on-going projects.

Other departments, organizations and businesses that interface with the Court system: 5%

MPD court administration and IT staff (citation processing and transmission issues); DPW & Duncan Solutions (citation processing); AB Data (mailing vendor); JusticePoint (Court Alternatives vendor working with people may have AODA or mental health issues, or those who may be living in poverty); City Attorney Office personnel (data, case scheduling issues, CATS issues); and, ITMD personnel.

Municipal Court: Court Business Manager

Current classification range 1HX

Resident Wage salary/recruitment range: \$81,851 – \$101,137

Manages Accounting Section - 40%

Works with accounting staff, ensuring prompt and accurate service to the public and other sections of the Court; works with other City Departments – Comptroller, Treasurer's Office, CAO, and MPD – on matters of intake and disbursement of monies collected on Court judgments; provides general public with procedures and ensures proper handling of transactions and discrepancies; interacts with members of the public and City Departments when situations are escalated from front line staff; works directly with merchant services, Court IT, and ITMD to ensure that processing systems are functioning continually; and, interfaces with Circuit Court personnel in the filing of appeals and jury demands.

Departmental Budget – 40%

Plans, develops and administers the department's budget, providing reports and updates to the department head, regularly; provides fiscal analysis for all major Court expenses and capital requests; maintains budget tracking data for Court management review; collaborates with department head, Court managers, Purchasing, and Comptroller to submit requisitions and pay/track capital projects; works with department head to prepare annual budget filing of operational expenses, annual reports and adjustments; works with Budget/Comptroller to resolve budget issues as needed; and, works with Purchasing on vendor contracts, purchase orders, and Procard usage.

Manages collection of all Court receivables – 10%

Oversees all work done directly at the Court (teller window, mail, online credit card payments) and via collection agency contractors, and cash control, including preparation and analysis of all financial reports; works with accounting team to process and troubleshoot receivables from general public and collections agencies (Harris & Harris and Kohn); provides training and development on customer service skills and Generally Accepted Accounting Principles (GAAP); and, works with Duncan Solutions to correct missed receivables for parking citations.

Manages Court payables processing - 5%

Directs and counsels accounting team on processing payables; interfaces directly with vendors to troubleshoot issues that may arise; and, works directly with the Comptroller's office, routinely submitting payables and identifying/correcting issues.

Manages payroll processing - 5%

Works with Court payroll clerk, managers, and staff to ensure biweekly payroll and general payroll activities are entered appropriately and meet deadlines, as well as identify and correct necessary entries.

Municipal Court: Court Services Supervisor

Current classification range 1BX

Resident Wage salary/recruitment range: \$51,133 – \$71,037

Manages all aspects of the Court Services section – 70%

Oversees the work of Court Services staff, which affects the public, the work of all other Court staff, the judges and case records. In order to ensure prompt and accurate service is provided to the public and other sections of the Court, this position provides coaching, counsel and development to Court Services personnel. Another aspect of ensuring timely filings and accurate case information, requires working with other City Departments (e.g., MPD, CAO, DNS, DPW and MHD personnel) to ensure timely and accurate case filings – as well as Duncan Solutions personnel (DPW's vendor for parking cases that get filed with the Court).

Oversees records management – 5%

Responds to public records requests, delivering records as appropriate within the laws governing Public Records; works with City Records staff to ensure all archived records schedules are maintained; and, ensures Court Staff understands rules and schedules for on-site records retention, as well as timelines and processes for stored/archived records.

Plans and administers contracts, purchasing requests – 5%

Secures internal and external vendors (e.g., Trotter, BSI, Toepfer, Numeric, DPW, Health) as needed for whatever services may be needed. Creates requisitions and RFPs as appropriate, and works with Purchasing to ensure all City's requirements and specifications are met.

Serves as the department's Telephone Coordinator – 5%

Works with ITMD on all changes: assignment/reassignment for new employees or employees leaving the Court; and, making all changes related to operational hours changes due to staff meetings, Court closing or shortages of staff able to answer phones.

Serves as educational liaison between Court and community groups – 5%

Court's liaison with various community groups and City Departments for general Court processing questions (e.g., Comptroller's office), as well as being Court's representative on the City's Language Access Work Group.

Facilities maintenance – 5%

Court contact with MPD Building Maintenance and MHD to ensure Court Spaces are well maintained and safe, ensuring spaces are clean, provide space for safe interactions, and have the proper equipment for staff to satisfactorily perform their duties.

Other, miscellaneous management duties, as assigned – 5%