



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Troy M. Hamblin
Labor Negotiator

January 10, 2011

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

Dear Committee Members:

Re: Common Council File Number 101147

The following classification and pay recommendations will be submitted to the City Service Commission on **January 11, 2011**. We recommend these changes subject to approval by the City Service Commission.

In the Library, four new positions are recommended for classification to Librarian II, Pay Range 544.

In Employees' Retirement System, one vacant position of Pension Specialist-Senior, Salary Grade 03 is recommended for reclassification to Lead Pension Specialist, Salary Grade 06.

In DPW-Infrastructure Services Division, one position of Buildings and Fleet Superintendent, Salary Grade 16, currently held by Venu Gupta is recommended for retitle to Facilities Director, Salary Grade 16.

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

Sincerely,


Maria Monteagudo
Employee Relations Director

MM:fcw

Attachments: Job Evaluation Reports
Fiscal Note

C: Mark Nicolini, Renee Joos, James Carroll, Troy Hamblin, Nicole Fleck, Joe Alvarado, Paula Kiely, Toni Vanderboom, Jerry Allen, Martin Matson, Mary Stoffel, Jeffrey Mantes, Preston Cole, Dan Thomas, Venu Gupta, Richard Abelson, John English, Kenneth Wischer, Bill Mollenhauer, Daniel Panowitz, and Calvin Lee (DC 48)

JOB EVALUATION REPORTCity Service Commission Meeting Date: January 11, 2011

This report recommends appropriate classifications and compensation levels for six positions created or changed in conjunction with the implementation of the 2011 City of Milwaukee budget. This report contains recommendations for positions in the Library, Employees' Retirement System, and Department of Public Works-Infrastructure 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.

LIBRARY

Current	Request	Recommendation
Four New Positions	Librarian II – Four Positions PR 544 (\$45,210 - \$52,861)	Librarian II – Four Positions PR 544 (\$45,210 - \$52,861)

EMPLOYEES' RETIREMENT SYSTEM

Current	Request	Recommendation
Pension Specialist - Senior SG 03 (\$41,458 - \$58,037) Vacant	Lead Pension Specialist SG 06 (\$50,206 - \$70,295)	Lead Pension Specialist SG 06 (\$50,206 - \$70,295)

DPW-INFRASTRUCTURE SERVICES DIVISION

Current	Request	Recommendation
Buildings and Fleet Superintendent SG 16 (\$95,030 - \$133,049) Incumbent: Venu Gupta	Study of Position	Facilities Director SG 16 (\$95,030 - \$133,049)

ACTION REQUIRED

In the Salary Ordinance, under Salary Grade 16, delete the title "Buildings and Fleet Superintendent", add the title "Facilities Director"; under Salary Grade 06, add the title "Lead Pension Specialist".

In the Positions Ordinance, Employees' Retirement System, Membership Services, delete one position of "Pension Specialist-Senior" and add one position of "Lead Pension Specialist".

LIBRARY

Current:	Four New Positions	
Request:	Librarian II	PR 544
Recommendation:	Librarian II	PR 544

The basic function of these four new positions is to, under supervision; perform bibliographic, reference, and reader advisory work of more than average difficulty and responsibility; and develop ways to extend the services of the library to the community through programs, information gathering, and knowledge of community needs. Duties include reference work (75%), collection development and maintenance (9%), reader's advisory services (5%), program development and outreach (5%), resource development and knowledge (3%), grant writing, library vision implementation, system support, and professional development (3%). Requirements include a master's degree in Library Science and two years of post master's degree experience commensurate to experience with the Milwaukee Public Library.

These positions were created to staff the increased hours at four of the neighborhood libraries. The duties, responsibilities and requirements are consistent with the standard job description for Librarian II. We therefore recommend that these four new positions be classified as Librarian II in Pay Range 544 (\$45,210 – \$52,861). As the Librarian II classification is part of an underfill program these positions may be underfilled at the Librarian I level in Pay Range 528 (\$39,952 - \$46,569).

EMPLOYEES' RETIREMENT SYSTEM

Current:	Pension Specialist-Senior	SG 03
Request:	Lead Pension Specialist	SG 06
Recommendation:	Lead Pension Specialist	SG 06

Background

The Employees Retirement System (ERS) requested that a vacant position of Pension Specialist-Senior in Salary Grade 03 be reclassified to a lead position in the Member Services Area. In studying this position a job description created by the department was reviewed in addition to a narrative of the position's duties and responsibilities provided by the ERS that included a comparison with other related positions in the City service.

Duties and Responsibilities

The basic function of this position will be threefold: to directly supervise and coordinate the work of six employees including two Pension Specialists-Senior and an "enrollment specialist"; assist with the oversight of contractors and vendors; and assist with overall management of the work processes and personnel in the Member Services Area, consisting of twelve employees. The employee filling the position will report to the Member Services Manager, SG 07.

The duties and responsibilities of the job, as reflected on the job description are as follows:

- Supervise, coach, and train a team of six employees. Provide ongoing training to the team in customer service and all changes to local, state, and federal legislation affecting the ERS.
- Provide customer service to members by answering questions regarding benefit calculations, counseling members regarding eligibility and benefits. Resolve member questions, complaints, and requests, which may involve some interpretation based on knowledge of the ERS, its benefit programs and governing ordinances.

- Prepare written benefits communication materials such as brochures, newsletters, and web content.
- Maintain appropriate records and informing members of status of requests. Prepare required reports and information for ERs management, the Annuity and Pension Board, and other staff
- Create and conduct orientation and training programs on benefits.
- Process applications for pension benefits; perform calculation of member's estimated and final benefits, including lump-sum withdrawals, ongoing benefits and death benefits; verify accuracy of information used in calculations; and research benefit eligibility issues.
- Coordinate work with other City departments, member agencies, and service providers.

This job analysis, for purposes of compensation, indicates that the most notable knowledge, skills, abilities, and attributes required for successful job performance are as follows:

- Ability to lead, supervise, train, coach, and if necessary discipline a team of employees engaged in providing customer service in a technical area.
- Ability to establish and maintain good business relationships with a variety of individuals.
- Ability to improve workflow processes.
- Ability to create and deliver training programs regarding benefits.
- Advanced knowledge of statutes, regulations, and procedures associated with the variety of retirement related benefits administered by the ERS.
- Ability to use specialized information systems and applications in addition to standard office hardware and software.
- Ability to understand and interpret laws, rules, procedure, and regulations applicable to the benefits provided by the ERS.
- Ability to write education and communication content and materials for different audiences including members, employers, senior management, City staff, and the ERS Board.
- Absolute honesty and integrity.

The minimum requirements for the job, as indicated on the job description prepared by the ERS include a bachelor's degree in "administration, business, communication or associated field or, in the alternative, four years background and experience in customer service, communications, human resources, or benefits."

This job analysis, however, indicates that in addition to a bachelor's degree or equivalent, considering the team leadership responsibility of the job, the individual filling this position should possess a minimum of two years of supervisory or leadership experience. The Staffing Division of Employee Relations, in conjunction with the ERS, however, will make the final assessment of skills and related education, training, and job experience required for this position.

The information provided by the ERS compared this position to a number of others in the City service, from Salary Grade 08 through 10. They include the Accounting Manager (SG 10), Assistant Payroll Manager (SG 08), and Assistant Grant Fiscal Manager (SG 08) in the Comptroller's Office; the License Division Assistant Manager (SG 09) in the Common Council/City Clerk, and the Assistant Court Administration Administrator (SG 10) in the Municipal Court.

From a pragmatic point of view, the pay level of lead workers, supervisors, and managers are largely influenced by the pay levels of the employees supervised. A pay hierarchy is thus

created from the bottom up, with reference to the relevant external labor market and consideration of other positions in the organization. In the case of the proposed Pension Specialist-Lead, the position will supervise two senior level pension specialists whose positions are allocated to Salary Grade 03 and report to the Pension Services Manager, whose job is allocated to Salary Grade 07. Considering the level of responsibility exercised by this position, which includes supervising a team of employees and the requirements for the job, which includes a bachelor's degree and according to this job analysis, two years of supervisory experience, it would be reasonable to recommend this position be placed into Salary Grade 06.

We therefore recommend that one vacant Pension Specialist-Senior in Salary Grade 03 be reclassified to the new title of Lead Pension Specialist in Salary Grade 06.

DPW-INFRASTRUCTURE SERVICES DIVISION

Current:	Buildings and Fleet Superintendent	SG 16
Request:	Study of Position	
Recommendation:	Facilities Director	SG 16

The Commissioner of Public Works requested that the title of this high-level manager be changed to more accurately reflect its current duties and responsibilities. In studying this request, documentation regarding the job was reviewed and discussions were held with Dan Thomas, Public Works Personnel Administrator.

This position works under the direction of the City Engineer in the Infrastructure Division of DPW. Until approximately one year ago, the duties and responsibilities of this position included responsibility for fleet operations in addition to all City owned buildings, recreational facilities, and green spaces consisting of 220 facilities valued at \$1.3 billion dollars with 6.6 million square feet, 83 recreational areas, and green spaces. Now, however, as the result of a reorganization of responsibilities within the Department of Public Works, this position no longer has responsibility for fleet operations and is primarily engaged in the following areas:

- Managing the Capital Improvement Program for the Department of Public Works in conjunction with the Capital Improvements Committee of the Common Council
- Managing all aspects of budgeting and contract administration associated with the repair, construction and maintenance of City buildings and its infrastructure.
- Managing compliance with Homeland Security Presidential Directive for the Department of Public Works
- Administering all personnel, labor relations, and public relations activities in the Building Services area. Assists in setting operational and maintenance policies for all work performed by Buildings Services and other public works projects.

Additionally, this position functions as a Special Deputy Commission for the Commissioner of Public for signing documents related to facilities and other public works projects such as construction plans, change orders, contract, and payment certifications.

Managing the City's Capital Improvement Program in conjunction with the Common Council Capital Improvements Committee is a new responsibility.

Requirements, Knowledge, Skills, Abilities, and Attributes

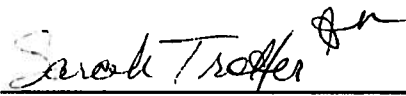
The job description prepared by the Department indicates that the minimum requirements for the job are a bachelor's degree in engineering, architecture or closely related field and ten years of professional experience involving the design, construction, and maintenance of public facilities and infrastructure. The description further states that registration as a Professional Engineer in Wisconsin is highly desirable. In light of this job analysis, it appears that this position also requires experience developing and administering a complex capital improvement program, and the ability to develop and administer budgets and contracts for facilities, recreational areas, and green space. It should be noted that these requirements have not been assessed for staffing purposes.

Considering the significant impact of the Capital Improvement Program, and the complexity of budgeting and contract administration for all DPW facilities, which includes 220 facilities valued at \$1.3 billion, with 6.6 million square feet, 83 recreational areas, and 300 areas of green space, the job analysis indicates that maintaining this position in Salary Grade 16 at this time is appropriate.

The focus of this position has changed from management of all City facilities and fleet operations to oversight of the City's capital program and management of all City facilities. The recommended title of Facilities Director more accurately reflects the nature of work associated with the job.

It is therefore recommended that the position of Buildings and Fleet Superintendent in Salary Grade 16 be reclassified to Facilities Director in Salary Grade 16.

Prepared by:



Sarah Trotter, Human Resources Representative

Prepared by:



Laura Sutherland, Human Resources Representative

Reviewed by:



Andrea Knickerbocker, Human Resources Manager

Reviewed by:



Maria Monteagudo, Employee Relations Director