



Department of Employee Relations

Cavalier Johnson
Mayor

Harper Donahue, IV
Director

Renee Joos
Director
Employee Benefits

Nicole Fleck
Labor Negotiator

Job Evaluation Report

City Service Commission Meeting: November 15, 2022

Common Council – City Clerk and Employees’ Retirement System

Current	Recommended
Document Services Manager PR 1DX (\$55,962 - \$78,342) (One Position – CC/CC)	Document Services Manager PR 1DX (\$55,962 - \$78,342) FN: Recruitment at \$67,441/any point with DER approval. FN: An employee possessing an ICRM certification to be paid an additional 3%. (One Position – CC/CC)
Document Services Supervisor PR 2CN (\$40,678 - \$56,941) (Two Positions – CC/CC)	Document Services Supervisor PR 2CN (\$40,678 - \$56,941) FN: Recruitment at \$49,470/any point with DER approval. (Two Positions – CC/CC)
Program Assistant II PR 5FN (\$41,326 - \$49,213) FN: Recruitment at \$43,390/any point with DER approval (One Position – ERS-Records Management)	Records Services Supervisor PR 2CN (\$40,678 - \$56,941) FN: Recruitment at \$49,470/any point with DER approval (One Position – ERS-Records Management)
Document Technician PR 3CN (\$38,205 - \$43,197) (Five Positions – CC/CC)	Document Technician III* PR 3GN (\$41,326 - \$49,213) (Five Positions – CC/CC)
	Document Technician II* PR 3FN (\$39,278 - \$48,114) (Underfill Title)
	Document Technician I* PR 3EN (\$37,869 – \$46,298) (Underfill Title)
Records Technician II PR 6EN (\$31,824 - \$36,641) (Two Positions – ERS)	Records Technician II* PR 3FN (\$39,278 - \$48,114) (Two Positions - ERS)
Records Technician I PR 6CN (\$31,824 - \$33,569) (Underfill Title)	Records Technician I* PR 3EN (\$37,869 – \$46,298) (Underfill Title)

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

*Per Part II, Section 3 (C) of the Salary Ordinance, positions classified as “Technicians” under Part I, Section 3 of the Salary Ordinance, may be recruited at any point in the range with DER approval.

The Office of the Common Council – City Clerk (CC/CC) requested a classification and labor market study of their five positions of Document Technician due to changes in the level of duties and responsibilities, and difficulties in recruitment and retention. To prevent pay compression, labor market data for the supervisors and manager of these positions was also reviewed. As a result, we recommend new recruitment rates for both classifications plus an additional 3% for possessing an ICRM certification for the Document Services Manager.

Two related positions of Records Technician II in the Employees' Retirement System (ERS) are also included in this report. Based on labor market data we recommend a higher rate of pay. To prevent pay compression, labor market data for the Program Assistant II position that supervises these positions was also reviewed. In addition, a review was made of the duties and responsibilities, and we recommend a reclassification to a new title and pay range to reflect the focus of the position and the supervisory responsibility.

Job descriptions and other data were provided; and discussions were held with Dana Zelazny, Deputy City Clerk, Bradley Houston, City Records Officer, and Melody Johnson, Employee Retirement System - Deputy Director.

Please note that the Staffing Division may not yet have assessed the requirements for all these positions and equivalent combinations of education and experience may be considered.

Market Pay Data

Below is market pay data for similar positions in southeastern Wisconsin from the Economic Research Institute (ERI), a service to which the Department of Employee Relations (DER) subscribes.

Document Control Supervisor with three years of experience

10%	25%	Mean	75%	90%
\$60,841	\$66,189	\$73,264	\$80,255	\$87,316

Supervises the coordination and tracking of records, information, and documentation from receipt throughout its entire life cycle; develops and implements document control systems within an organization, and assures documentation is systematically managed and aligned within the organization's systems and processes; and reviews, recommends, and revises organizational business policies to achieve compliance with records information policies, goals, and objectives.

Document Manager with three years of experience

10%	25%	Mean	75%	90%
\$53,474	\$58,100	\$64,234	\$70,246	\$76,338

Controls and manages security, accessibility, availability, verification, proper distribution, and timeliness of organizational documents and materials that may benefit and be used to get information on policies, procedures, regulations, methods, templates, and training materials; develops and provides updates to a document management plan; and manages and maintains organizational documentation through the complete document life cycle.

Records Section Supervisor with one year of experience

10%	25%	Mean	75%	90%
\$45,595	\$49,157	\$54,003	\$58,602	\$63,368

Supervises and coordinates activities of workers engaged in maintaining central records and files; oversees and aids workers in filing, storing, retrieving, checking, correcting, copying, refilling, and setting up new files

for all types of documents and company records; and assures all correspondence is scanned and indexed accurately, and filed appropriately.

Records Management Specialist with one year of experience

10%	25%	Mean	75%	90%
\$41,696	\$44,954	\$49,402	\$53,638	\$58,061

Archives, logs, audits, and preserves digital documents and responds to information requests; creates and maintains digital filing and retrieval systems and may perform physical filing as well as digital; and prepares and ships outgoing documents and mail.

Document Retention Specialist with one year of experience

10%	25%	Mean	75%	90%
\$38,634	\$41,845	\$46,079	\$50,142	\$54,400

Assists in daily activities for the operations of the organization's document retention activities and processes, maintaining electronic and hard-copy controlled documents, department files, and resource materials; carries out the operational requirements that result from policies, procedures, regulations, and guidance governing the management of documents that exist in print and electronic form; prepares, adheres to, and controls the record retention schedule; maintains records inventory and other records associated with retention and destruction of documents; and manages method for disseminating information.

Document Management Technician with one year of experience

10%	25%	Mean	75%	90%
\$31,689	\$33,585	\$36,423	\$38,763	\$41,314

Operates and keeps systems maintained for the collection, classification, retrieval, and retention of records, images, documents, and information; takes care of a company's documents and records electronically; arranges, prepares, and purges historical and other documents and files from the physical files following established protocols; prepares files for imaging and scans and indexes files into the document imaging or management system; creates new policies and procedures that deal with document storage, sharing, sending, and destruction; oversees onsite shredding of documents; and maintains the document destruction calendar.

Position Descriptions and Recommendations

Current	Document Services Manager	PR 1DX (\$55,962 - \$78,342)	One Position
Recommended	Document Services Manager	PR 1DX (\$55,962 - \$78,342) FN: Recruitment at \$67,441/any point with DER approval. FN: An additional 3% for possessing an ICRM certification	One Position

Under the direction of the City Clerk, this position serves as the chief liaison for the City of Milwaukee on matters of enterprise-wide compliance with local, state, and federal laws and regulatory agencies relating to access to and preservation of public records.

Minimum requirements include a bachelor's degree in business administration, information management, library or computer science, public administration, or related field; and three years of experience in performing records management in a public agency or large organization carrying out duties related to

this position including overseeing digital and physical records retention and ensuring compliance with local, state, and federal laws.

Current	Document Services Supervisor	PR 2CN (\$40,678 - \$56,941)	Two Positions
Recommended	Document Services Supervisor	PR 2CN (\$40,678 - \$56,941) FN: Recruitment at \$49,470/any point with DER approval.	Two Positions

These positions supervise the daily activities and services provided by the document services center staff and contribute to the growth and development of operations as well as the citywide records management program.

Minimum requirements include an associate degree in business administration, information management, library or computer science, or related field; and three years of related work experience such as government accounting, budgetary planning, and purchasing processes including development of technical specifications for equipment and service contracts related to records and information software, computer equipment, programs, and projects.

Current	Program Assistant II (ERS – Records Management)	PR 5FN (\$41,326 - \$49,213) FN: Recruitment at \$43,390/any point with DER approval.	One Position
Recommended	Records Services Supervisor	PR 2CN (\$40,678 - \$56,941) FN: Recruitment at \$49,470/any point with DER approval.	One Position

This position works directly with ERS management and staff to develop and execute a records filing and retention plan specific to ERS; guides staff on the use of imaging and provides expert knowledge in indexing a variety of essential business documents; supervises and mentors two Records Technician positions; works to further integrate Records Management best practices into the department's business practices; and oversees the administrative withdrawal procedures and GPS lump-sum bonus payments and adjustments, including retro payments, by initiating batch reports and subsequent workflow processes.

Minimum requirements include five years of related administrative experience with at least one year of providing administrative support in a leadership role.

Based on labor market data, comparison to other City positions, and to better reflect the focus of this position and the supervisory and oversight responsibilities, we recommend reclassifying this position to Records Services Supervisor in Pay Range 2CN (\$40,678 - \$56,941) with recruitment at \$49,470 and at any point in the range with approval by the Department of Employee Relations.

Current	Document Technician	PR 3CN (\$38,205 - \$43,197)	Five Positions
Recommended	Document Technician III	PR 3GN (41,326 - \$49,213)	Five Positions
	Document Technician II	PR 3FN (\$39,278 - \$48,114)	Underfill Title
	Document Technician I	PR 3EN (\$37,869 - \$46,298)	Underfill Title

These positions participate in conversion of records to digital form and assist with the operations of the records center including records transfer, storage operations, request fulfillment, and destruction of records in various media formats.

Minimum requirements include one year of experience working in an office, library, mailroom, or warehouse environment with direct experience processing documents using scanning equipment.

The department indicated that the duties and responsibilities of these positions have evolved so that they are now working with a more complex indexing of records, and reference and research questions. These positions are also being cross trained so they can perform all aspects of the job including mail handling and on-demand document imaging. With these changes, and to help with recruitment and retention, this report recommends creating three levels of Document Technician.

Document Technician I would be an entry level underfill title in which incumbents would perform the duties and responsibilities listed above.

Document Technician II would be a journey level underfill title in which incumbents would perform the duties and responsibilities listed above plus other duties including operating the large format scanner for oversized drawings such as building plans; and assisting with the basic arrangement and description of archival records and City mail services including mail metering and incoming mail service.

Document Technician III would be a lead level title in which incumbents would perform the work listed for the I and II level plus serve as a lead for one or more functional area such as document imaging, records center operations, reference services, mail services, and/or records disposition; serve as a resource for other Document Technicians; and advise the Supervisor or Manager on issues or operations of their designated unit.

These five positions would be authorized at the Document Technician III level. When the recommendations of this report are implemented, incumbents will be promoted into the title of Document Technician I. When the recruitment flexibility matrix is finalized, current and new employees will be placed prospectively into the appropriate title and pay rate based upon the employee's related experience and credentials with the Department of Employee Relations (DER) approval.

Current	Records Technician II	PR 6EN (\$31,824 - \$36,641)	Two Positions
	Records Technician I	PR 6CN (\$31,824 - \$33,569)	Underfill Title
Recommended	Records Technician II	PR 3FN (\$39,278 - \$48,114)	Two Positions
	Records Technician I	PR 3EN (\$37,869 - \$46,298)	Underfill Title

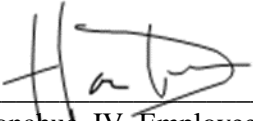
These positions maintain Employees' Retirement System (ERS) source documents, records, electronic files, and data; and scan and index documents to initiate workflow in MERITS (Milwaukee Employee Information Technology System).

Minimum qualifications include one year of office experience performing related duties including data entry, filing, and working with Microsoft Windows XP and the Microsoft Office Suite.

Action Required – Effective Pay Period 24, 2022 (November 13, 2022)*** See addendum included in CCFN: 221005 for Salary and Position Ordinance changes.**

Prepared by: Sarah Trotter
Sarah Trotter, Human Resources Representative

Reviewed by: Andrea Knickerbocker
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Harper Donahue, IV, Employee Relations Director