

Department of Employee Relations

Cavalier Johnson Mayor

Harper Donahue, IVDirector

Renee Joos Director Employee Benefits

Nicole Fleck Labor Negotiator

REVISED 5/8/2023

Job Evaluation Report

City Service Commission Meeting: May 9th, 2023

City Attorney's Office, Employee Relations and Fire and Police Commission

City Attorney - Administrative and Support positions

City Attorney – Administrative and Support positions			
Current	Recommended		
Legal Office Assistant	Legal Office Assistant 2		
PR: 6JN (\$36,257-\$46,345)	PR: 6ON (\$51,337-\$58,617)		
FN: Recruitment is at the following rate and	FN: Recruitment is at \$53,074		
will increase 3% upon completion of	(4 Positions)		
probation: \$41,212	Legal Office Assistant 1		
(4 Positions)	PR 6NN (\$40,189-\$53,629)		
	FN: Recruitment is at the following rate and will		
	increase 3% upon completion of probation: \$49,095		
	(Underfill title)		
Legal Office Assistant - Senior	Legal Office Assistant - Senior		
PR 6LN (\$42,137-\$48,611)	PR: 5JN (\$48,998-\$59,453)		
FN: Recruitment is at \$44,737	FN: Recruitment is at \$55,728		
(1 Position)	(1 Position)		
Legal Office Assistant - Lead	Legal Office Assistant - Lead		
PR: 6NN (\$40,189-\$53,629)	PR: 5KN (\$56,876-\$69,950)		
FN: Recruitment is at \$46,831	FN: Recruitment is at \$58,514		
(2 Positions)	(2 Positions)		
Program Assistant I	Business Services Specialist		
PR 5EN (\$42,137-\$48,611)	PR 2DN (\$44,217-\$61,902)		
FN: Appointment may be at any rate in the	FN: Recruitment is at \$50,381		
pay range with the approval of DER.	(- · · · · · ·		
(1 Position)	(1 Position)		
Docketing Specialist	Docketing Specialist		
PR 6NN (\$40,189-\$53,629)	PR: 5JN (\$48,998-\$59,453)		
FN: Recruitment is at \$46,831	FN: Recruitment is at \$55,728		
(1 Position)	(1 Position)		
Docketing Specialist - Senior	Docketing Specialist - Senior		
PR 6ON (\$51,337-\$58,617)	PR: 5KN (\$56,876-\$69,950)		
	FN: Recruitment is at \$58,514		
(1 Position)	(1 Position)		
Administrative Specialist - Senior	Legal Administrative Specialist-Senior		
PR: 2EX (\$47,136-\$65,989)	PR: 2FX (\$50,636-\$70,347)		
	FN: Recruitment is at \$60,852		
(2 Positions)	(2 Positions)		

Paralegal	Paralegal
PR 2EN (\$47,136-\$65,989)	PR 2FN (\$50,245-\$70,347)
FN: Recruitment is at \$58,845	FN: Recruitment is at \$60,852
(2 Positions)	(2 Positions)
Paralegal-Lead	Paralegal-Lead
PR 2GX (\$53,548-\$74,974)	PR 2IX (\$60,824-\$85,151)
FN: Recruitment is at \$65,004	FN: Recruitment is at \$66,906
(1 Position)	(1 Position)

Department of Employee Relations – Worker's Compensation

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PR 2GX (\$53,548-\$74,974)	PR 2IX (\$60,824-\$85,151)
FN: Recruitment is at \$65,004	FN: Recruitment is at \$66,906
(1 Position)	(1 Position)

Fire and Police Commission

Current	Recommended
Paralegal	Paralegal
PR 2EN (\$47,136-\$65,989)	PR 2FN (\$50,245-\$70,347)
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(2 Positions)	(2 Positions)

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

Background

The City Attorney's Office requested a market study of their Legal Office Assistant positions. Other support staff were later added to the study. Job Descriptions were provided and discussions were held with City Attorney Human Resources Administrator Sharon Crowe. A job analysis questionnaire was sent out to current incumbents in the Legal Office Assistant series to help discern which titles in the series performed which tasks. The task list was based on both current job descriptions and on the tasks performed by the external market data position.

The need for flexible recruitment for the Legal Office Assistants was discussed, as the needs of the professional Attorney staff can change, depending on the department's work load or the type of tasks delegated to support staff. Recruitment of support staff with legal office experience is essential, with a particular emphasis on the ability to eFile. eFiling is the process of electronically filing legal paperwork into the court system. Digital tools like eFiling helped courts remain operational during the Covid-19 pandemic and are poised to become permanent fixtures of the legal system. As the legal field is transitioning to digital technology, eFiling is becoming the preferred method of submitting paperwork to the court.

Recommendations for changes are based on a review of position descriptions of duties and responsibilities, KSAs, minimum qualifications, and a job analysis survey completed by incumbents. Recommendations are supported by market data and salary comparisons with other employers.

Current	Dagammandad
Current	Recommended
Legal Office Assistant	Legal Office Assistant 2
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FN: Recruitment is at the following rate and	FN: Recruitment is at \$53,074
will increase 3% upon completion of	(4 Positions)
probation: \$41,212	Legal Office Assistant 1
(4 Positions)	PR 6NN (\$40,189-\$53,629)
	FN: Recruitment is at the following rate and will
	increase 3% upon completion of probation: \$49,095
	(Underfill title)
Legal Office Assistant - Senior	Legal Office Assistant - Senior
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FN: Recruitment is at \$44,737	FN: Recruitment is at \$55,728
(1 Position)	(1 Position)
Legal Office Assistant - Lead	Legal Office Assistant - Lead
PR: 6NN (\$40,189-\$53,629)	PR: 5KN (\$56,876-\$69,950)
FN: Recruitment is at \$46,831	FN: Recruitment is at \$58,514
(2 Positions)	(2 Positions)

Legal Office Assistants provide legal administrative and technical support to City of Milwaukee Assistant City Attorneys and other legal professionals. Incumbents perform tasks of a complex nature, including composing and handling papers and correspondence of legal nature, such as briefs, pleadings, opinions, ordinances, contracts, agreements and papers for filing and serving. Preparing or assisting in the preparation of legal and related documents requires knowledge of legal forms, documents, and citations and legal procedures.

<u>Legal Office Assistant I & II</u> serve as the first two titles of the job series. Perform an array of administrative and technical legal support duties including composing, proofreading, transcribing, preparing, processing, and electronically filing legal documents, briefs, pleadings, correspondence, opinions, ordinance, resolutions, bonds, contracts, and related agreements. Provide service to internal and external customers by phone and in person, including responding to inquiries and explaining departmental policies and procedures. Assists City Attorneys with gathering necessary case information. Minimum requirements include two years of administrative support experience, including at least one year of experience in a law office. (*Minimum requirements have not yet been assessed by the DER Staffing Division*)

<u>Legal Office Assistant - Senior</u> is distinguished from Legal Office Assistant I & I by leadworker responsibilities over a particular legal section. They are required to prioritize, assign, and monitor incoming and outgoing workflow and provide training and guidance to entry level Legal Office Assistants. Minimum requirements include three years of administrative support experience, including at least one year of experience in a law office. (Minimum requirements have not yet been assessed by the DER Staffing Division)

<u>Legal Office Assistant - Lead</u> performs a variety of higher-level support functions and is distinguished from the Senior level by serving as executive support staff to Deputy City Attorneys, Claims Investigators and may provide support to the City Attorney. Sets work priorities independently based on familiarity with caseload and office functions. Serves as a lead worker to office support personnel, reviews the work of others and provides general input on employee performance to supervisor. Minimum requirements include four years of administrative support experience, including at least two years performing legal support functions in a law office or other legal setting. (Minimum requirements have not yet been assessed by the DER Staffing Division)

Market Rates & External Competitors

In conducting a market cost of labor analysis for these titles, rates of pay from the Economic Research Institute (ERI), and neighboring jurisdictions job postings were considered.

Legal Secretary					
Years of	10th	25th	Survey	75th	90th
Experience	Percentile	Percentile	Mean	Percentile	Percentile
7	\$54,893	\$59,878	\$66,479	\$72,960	\$79,540
6	\$53,067	\$57,884	\$64,267	\$70,515	\$76,865
5	\$51,076	\$55,710	\$61,858	\$67,853	\$73,952
4	\$48,930	\$53,368	\$59,264	\$64,988	\$70,819
3	\$46,650	\$50,883	\$56,512	\$61,951	\$67,500
2	\$44,268	\$48,292	\$53,646	\$58,790	\$64,048
1	\$41,825	\$45,643	\$50,721	\$55,566	\$60,529

Source: ERI, Data as of April 1st, 2023

The following table provides wage information from ERI for Legal Secretary with 2 years of experience in southeastern Wisconsin communities:

Area Name	10th Percentile	25th Percentile	Mean	75th Percentile	90th Percentile
Racine, Wisconsin	\$44,585	\$48,684	\$54,130	\$59,366	\$64,728
Madison, Wisconsin	\$45,637	\$49,669	\$54,966	\$60,016	\$65,161
Milwaukee, Wisconsin	\$45,495	\$49,782	\$55,616	\$61,278	\$67,076
Waukesha, Wisconsin	\$45,676	\$50,002	\$55,879	\$61,575	\$67,403
West Allis, Wisconsin	\$45,690	\$50,016	\$55,890	\$61,580	\$67,402
Kenosha, Wisconsin	\$46,748	\$51,031	\$56,870	\$62,533	\$68,314

Source: ERI, as of April 1, 2023

ERI defines a Legal Secretary as a position that Assists attorneys by performing secretarial work of a complex nature, which includes typing and handling papers and correspondence of legal nature, such as contracts, briefs, warrants, summonses, complaints, indictments, motions, subpoenas, and papers for filing and serving. Composes and prepares routine correspondence. Proofreads legal documents. Arranges appointments and meetings. Remains knowledgeable of current legal procedures and terminology. Answers telephone calls, provides information, and accurately handles received information. Handles incoming and outgoing mail. Establishes and maintains files and records relating to administrative and litigation matters. Takes and transcribes notes and dictation. May be the liaison between attorneys and clients. May maintain a calendar for attorney(s) and assure that complete information is available for all matters. May organize travel. May do accounting and billing work. May review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials. Education expectations: equivalent versus high school graduate/1 year trade school

Peer employers and the City of Milwaukee, sorted by minimum rate of pay:

City/ County	Title	Recruitment Rate
City of Milwaukee - Current	Legal Office Assistant	\$41,212-\$46,345
Kenosha County	Legal Clerk/Intern	\$42,057-\$52,520
Sheboygan	Legal Assistant (Paralegal)	\$43,617-\$59,051
City of Milwaukee - Current	Legal Office Assistant-Senior	\$44,737-\$48,611

City of Milwaukee - Current	Legal Office Assistant-Lead	\$46,831-\$53,629
City of Racine	Executive Assistant - Legal	\$48,922-\$51,708
City of Milwaukee - Recommended	Legal Office Assistant 1-2	\$49,075-\$58,616
Madison	Legal Secretary 1-2	\$50,089-\$57,966
City of Milwaukee - Current	Administrative Specialist-Senior	\$50,636-\$65,989
Kenosha County	Legal Assistant	\$50,784-\$65,280
City of Racine	Admin Asst - Mayor/Attorney's Office	\$53,601-\$56,638
City of Milwaukee - Recommended	Legal Office Assistant-Senior	\$55,728-\$59,453
Fitchburg	Legal Executive Assistant	\$57,720-\$65,956
City of Milwaukee - Recommended	Legal Office Assistant-Lead	\$58,514-\$69,950
City of Racine	Legal Assistant	\$60,632-\$77,916
City of Milwaukee - Recommended	Legal Administrative Specialist- Senior	\$60,852-\$70,347
Dane County	Administrative Legal Assistant	\$64,792-\$69,909
Day Dates and Joh America and for listed invisibilities from 2000 and 2000		

Pay Rates and Job Announcements for listed jurisdictions from 2022 and 2023

Analysis and Recommendation

As the current recruitment rate for Legal Office positions falls below the 10% percentile for years of experience required, an increase for this group of employees is recommended.

A review of the Job Analysis questionnaire data completed by employees confirmed the distinct differences in the work performed by incumbents in the different levels of the Legal Office Assistant series.

We recommend creating two levels of the Legal Office Assistant title for flexibility in recruitment, at 2 years and 3 years (with applicable legal experience) and retaining the 3% increase connected to an employee successfully passing probation in the Legal Office Assistant 1 classification.

Current	Recommended
Program Assistant I	Business Services Specialist
PR 5EN (\$42,137-\$48,611)	PR 2DN (\$44,217-\$61,902)
FN: Appointment may be at any rate in the	FN: Recruitment is at \$50,381
pay range with the approval of DER.	
(1 Position)	(1 Position)

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

Under the minimum direction of the Business Finance Manager and the Personnel Officer, the Program Assistant I performs accounting, payroll, and personnel functions for the City Attorney's Office.

45% Financial operations (performed under the direction of the Business Finance Manager):

- Update and maintain spreadsheets for financial tracking and forecasting purposes; including accounts receivable and operating expenditures tracking.
- Process vouchers through the City's financial accounting system.
- Processing of interdepartmental requisitions and invoices.
- Maintain various contracts for the City Attorney's Office.
- Process outside counsel and expert witness agreements.

- Encumber funds for special purposes.
- Process all payments and expenses incurred in claims operations and tort lawsuits.
- Maintain office supply inventory and order office supplies.
- Procard access and approving responsibilities.

45% Personnel Operations (performed under the direction of the Personnel Officer):

- Responsible for payroll administration
- Assist in calculating pay rates, benefits service dates, years of service, seniority, or other salary and/or benefit information as needed.
- Input data, personnel transactions, process pay increases and adjustments, retrieve information from the Human Resources Management System.
- Maintain Comp Time balances.
- Prepare bi-weekly time owed and allowed and payroll register reports.
- Create and generate various human resources reports from the City's HRMS for use in payroll monitoring
- Enter new employee information in HRMS.
- Assist new City Attorney employees on how to do time entry.
- Maintain salary histories and answer employee questions regarding pay practices.

Other Duties

- Create documents and releases of all claims.
- Prepare documents for claim appeals.
- Performs other duties as assigned such as back-up to reception.

Comparison to Internal Position

Classification	Function	
Title: Business Services Specialist Pay Range: 2DN (\$44,217-\$61,902) FN: Recruitment is at \$50,381 Department: DOA-Community Block Grant Adm	Under the leadership of the Associate Director, the Business Services Specialist provides data entry and reporting in the Federal reporting system and accounting and fiscal management services for the Department of Housing and Urban Development (HUD) and other funded grants. • Prepare contracts for grant funded organizations; review and process invoices, payment vouchers and related documentation. • Enter set-up, payment, encumber, amend and close accounts for all HUD funded projects. • Perform payroll clerk functions for the (CDGA).	
Minimum qualifications: A bachelor's degree in business or public administration, accounting or a related field from an accredited college or university OR four years of progressively		

or a related field from an accredited college or university OR four years of progressively responsible accounting or payroll experience. (Minimum requirements have not yet been assessed by the DER Staffing Division)

Analysis and Recommendation

Based on the comparable job duties, responsibilities, and functions of the reviewed positions, along with consideration of the city-wide Human Resources and Business Operations studies performed in 2022, we recommend the reclassification of this position to Business Services Specialist.

Current	Recommended
Docketing Specialist	Docketing Specialist
PR 6NN (\$40,189-\$53,629)	PR: 5JN (\$48,998-\$59,453)
FN: Recruitment is at \$46,831	FN: Recruitment is at \$55,728
(1 Position)	(1 Position)
Docketing Specialist - Senior	Docketing Specialist - Senior
PR 6ON (\$51,337-\$58,617)	PR: 5KN (\$56,876-\$69,950)
	FN: Recruitment is at \$58,514
(1 Position)	(1 Position)

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

Docketing Specialist

Classifies, enters and tracks all court and administrative cases in the City Attorney's case management software, indexes relevant documents and identifies potential conflicts of interests.

Docketing

- Review documents and create electronic case management entries based on paper documents, ensuring inclusion of necessary information for tracking, calendaring and monitoring.
- Identify possible conflicts of interest.
- Research court and agency requirements for deadlines, hearings, depositions, and appointments.
- Advise staff on data entry requirements.
- Administer docketing activities related to legal services including opinions, advice, document drafting and research requests.

Case Management System Maintenance

- Create and maintain docket types and categories
- Administer security access for attorneys and staff and for system features and functions.
- Create queries and report templates.
- Monitor the system daily to detect data corruption and errors.

Record Retention

- Coordinate closing of files (paper and electronic) including pleadings, motions, briefs, memoranda and exhibits.
- Coordinate the storage of files including boxing, transporting, storage and retrieval.

Minimum Qualifications include three years of professional experience working in a legal office setting as a legal office assistant, paralegal or equivalent position. (Minimum requirements have not yet been assessed by the DER Staffing Division)

Docketing Specialist - Senior

The Docketing Specialist – Senior performs all tasks as the Docketing Specialist and additionally provides day to day task management and workflow direction for the Docketing Specialist. Also instructs all attorneys and support staff in the use and procedures of the ProLaw case management software and eDOCS document management system. Oversees procedures and staff performance with respect to electronic workflow, generation of regular reports to management regarding case status, volume, and workload and creation of customized reports related to internal and external information requests.

Minimum Qualifications include four to five years of professional experience working in a legal office setting as a legal office assistant, paralegal or equivalent position. (Minimum requirements have not yet been assessed by the DER Staffing Division)

Analysis and Recommendation

In searching for comparable internal titles for the Legal Office Assistant, it was discovered that the Docketing Specialist has historically shared a pay range and recruitment rate with former title Legal Office Assistant III. Three positions of Legal Office Assistant III were reclassified to Legal Office Assistant – Lead (one position) and Legal Office Assistant – Senior (two positions) in 2014. A partnering study was conducted shortly after and similarly equated Docketing Specialist with Legal Office Assistant III.

Based on the similarity in level of support to Assistant City Attorneys and other legal professionals, the complex nature of the tasks performed, and minimum qualifications, we recommend the same pay range and recruitment rate as the Legal Office Assistant – Senior for the Docketing Specialist.

With the additional oversight and delegation provided by the Docketing Specialist – Senior, as well as higher minimum qualifications, we recommend the same pay range and recruitment rate as the Legal Office Assistant – Lead for the Docketing Specialist – Senior.

Current	Recommended
Administrative Specialist - Senior	Legal Administrative Specialist-Senior
PR: 2EX (\$47,136-\$65,989)	PR: 2FX (\$50,636-\$70,347)
	FN: Recruitment is at \$60,852
(2 Positions)	(2 Positions)

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

The Administrative Specialist-Senior is the primary administrative and executive support for the City Attorney and backup support to Deputy City Attorneys.

- Serve as primary contact for access and appointment scheduling for the City Attorney
- Coordinate the schedules of the City Attorney and the Special Deputy City Attorney
- Provide administrative support for the City Attorney and Deputy City Attorneys
- Serve as back up to the Business Finance Officer for invoice and bill payments
- Maintain the department's checking account
- Update departmental letterhead and internal templates in ProLaw; make other adjustments and additions to ProLaw
- Secure opinions, briefs and confidential documents in EDocs
- Process uninsured motorist settlements
- Track and distribute Common Council files for City Attorney review and signature

Minimum qualifications include a Bachelor's Degree in business administration, public administration, or a related field and two years of progressively responsible experience performing complex administrative duties related to the essential functions above. (Minimum requirements have not yet been assessed by the DER Staffing Division)

Analysis and Recommendation

The job description for Administrative Specialist – Senior was reviewed for appropriateness in classification, as well as for compression in administrative titles after recommendations for the Senior and Lead titles.

The review and analysis of the job descriptions for Administrative Specialist – Senior and Paralegal, market data, and external comparision to Legal Assistant and Legal Office Assistant

rates of pay, we recommend Legal designation in the position title to Legal Administrative Specialist-Senior and classification in pay range 2FX with a recruitment rate of \$60,852. We also recommend the same pay range and recruitment rate for the Paralegal position.

Current	Recommended
Paralegal	Paralegal
PR 2EN (\$47,136-\$65,989)	PR 2FN (\$50,245-\$70,347)
FN: Recruitment is at \$58,845	FN: Recruitment is at \$60,852
(2 Positions)	(2 Positions)
Paralegal-Lead	Paralegal-Lead
PR 2GX (\$53,548-\$74,974)	PR 2IX (\$60,824-\$85,151)
FN: Recruitment is at \$65,004	FN: Recruitment is at \$66,906
(1 Position)	(1 Position)

Paralegal

Performs a variety of administrative duties and research pertaining to litigation and other substantive legal matters, including document preparation and review, interviews clients and witnesses and prepares for trial.

Hearings, Case Files and/ or Claim Files

- Analyze case files and conduct related legal research, monitor legislative and administrative meetings and deliberations and prepare summaries and reports.
- Summarize legal issues, defenses and/or claim files; investigate, collect and organize facts in connection with hearing preparation and litigation.
- Draft filings; research and analyze relevant court decisions, legislative documents and public records.
- Prepare drafts of affidavits, pleadings, motions and related correspondence and memoranda.
- Prepare confidential materials, proposals, reports and contact information.
- Respond to inquiries for records and issue invoices for records provided to third parties; download records from the electronic medical portal onto Evault, maintain filing systems both electronically and physically and assist with record retention schedules while ensuring confidentiality of all materials.
- Serve as the docket clerk for all litigation; maintain spreadsheets relative to litigation activity.

Record, Reports and Materials

- Maintain and develop annual reports for the Comptroller, Department of Workforce Development (DWD), Budget Office, Common Council and leadership, including running and designing reports, conducting research and collecting data.
- Assist in developing training materials; maintain an index of office protocols.
- Acquire medical records and investigative materials; address outstanding bills for litigation files and prepare medical summaries.

Customer Service and Administrative Duties

- Resolve inquiries and complaints by investigating the merits and prepare, collect and analyze data.
- Manage the subrogation process and provide timely responses to the third-party administrator, third party carriers and attorneys, enabling the City to recover costs; manage uninsured motorist claim inquiries by the contracted attorney.

Minimum Qualifications include Bachelor's degree in criminal justice, political science, business administration or a closely related field from an accredited college or university and two years of administrative support experience as a paralegal or research assistant

performing duties closely related to this position. (Minimum requirements have not yet been assessed by the DER Staffing Division)

Paralegal-Lead

The Paralegal-Lead performs all tasks as the Paralegals and additionally performs leadworker duties for the Paralegals. Provides guidance to paralegals who perform a variety of administrative duties and research pertaining to litigation and other substantive legal matters that include preparing and reviewing documents, interviewing clients and witnesses, and preparing for trial. Assigns projects and organizes and prioritizes tasks, caseload, and workflow. Assists in training new paralegals by preparing necessary training aides and resource guides.

Minimum Qualifications include a Bachelor's degree in criminal justice, political science, business administration, or a closely related field from an accredited college or university and three years of experience as a paralegal or research assistant performing duties closely related to this position, including at least one year of experience as a team lead in a law office or providing supervision for a team of legal support staff. (Minimum requirements have not yet been assessed by the DER Staffing Division)

Analysis and Recommendation

Based on the similarity in level of support to Assistant City Attorneys and other legal professionals, the complex nature of the tasks performed, and minimum qualifications, we recommend the same pay range and recruitment rate as the Legal Administrative Specialist-Senior for the Paralegal.

With the additional oversight and delegation provided by the Paralegal-Lead, as well as higher minimum qualifications, we recommend a change in pay range to 2IX and recruitment rate of \$66,906 to alleviate any compression with this position and the Paralegals.

We further recommend any other instances of Paralegal and Paralegal-Lead citywide reflect these pay range changes, as the changes were a result of a market study and not as a result of changes in duties and responsibilities.

Department of Employee Relations – Worker's Compensation

Department of Employee Relations Worker & Compensation	
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Paralegal	Paralegal
PR 2EN (\$47,136-\$65,989)	PR 2FN (\$50,245-\$70,347)
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Paralegal-Lead	Paralegal-Lead
PR 2GX (\$53,548-\$74,974)	PR 2IX (\$60,824-\$85,151)
FN: Recruitment is at \$65,004	FN: Recruitment is at \$66,906
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Fire and Police Commission

Current	Recommended
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Action Required – Effective Pay Period 13, 2023 (June 11th, 2023)

* Please see submitted addendum to CCFN: XXXXX for Salary and Position Ordinance changes.

Sarah Wangerin, Human Resources Representative

Reviewed by:

Andrea Knickerbocker, Human Resources Manager

Reviewed by:

Harper Donahue IV, Employee Relations Director