



Department of Employee Relations

Cavalier Johnson
Mayor

Harper Donahue, IV
Director

Molly King
Employee Benefits Director

Nicole M. Fleck
Labor Negotiator

Job Evaluation Report

City Service Commission Meeting: March 12th, 2024

Health Department – Community Health

Current	Recommended
Public Health Nurse Supervisor PR 1GX (\$70,501 - \$98,703) FN: Recruitment is at \$87,656 (One Vacant Position)	Health Center Administrative Manager PR 1HX (\$75,162 - \$105,223) FN: Recruitment is at \$82,677 (One Vacant Position)

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

Health Department – Clinical Services

Current	Recommended
Microbiologist – Lead PR 2JN (\$66,154 - \$92,612) FN: Recruitment is at \$76,948 (One Vacant Position)	Microbiologist – Senior PR 2HN (\$58,223 - \$81,507) FN: Recruitment is at \$66,764 (One Vacant Position)
Radiologic Technologist (0.5 FTE) PR 3GN (\$42,996 - \$51,201) FN: Recruitment is at \$45,143 (One Vacant Position)	Radiologic Technologist (0.5 FTE) PR 3PN (\$50,621.22 - \$77,225) FN: Recruitment is at \$58,321 (One Vacant Position)

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

Health Department – Policy, Innovation, and Engagement

Current	Recommended
Lead Program Information Specialist PR 2KN (\$70,501 - \$98,704) FN: Recruitment is at \$77,551 (One Position)	Data and Evaluation Coordinator PR 2KX (\$70,501 - \$98,704) FN: Recruitment is at \$77,551 (One Position)

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

Department of Administration – Office of Equity and Inclusion

Current	Recommended
New Position	Equal Rights Complaints Liaison PR 2GX \$54,619 - \$76,474 FN: Recruitment is at \$58,034 (One Vacant Position)
New Position	Data and Evaluation Specialist PR 2EN (\$48,079 - \$67,309) FN: Recruitment is at \$56,291 (One Vacant Position)

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

Department Public Works - Infrastructure

Current	Recommended
New Positions	MKE Parks Worker PR 8CN (\$49,460 - \$58,151) FN: Recruitment is at \$50,130 (Two Positions)

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

Department of Employee Relations

Current	Recommended
HRIS Audit Coordinator PR 2JN (\$66,154 - \$92,612) Recruit Rate: \$74,027	HRIS Audit Coordinator PR 2JX (\$66,154 - \$92,612) Recruit Rate: \$74,502

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

Recommendations below include market competitive recruitment rates and recruitment flexibility to assist hiring departments in recruiting and retaining highly qualified candidates. Job descriptions provided by departments were evaluated and discussions were held with respective department heads and HR personnel.

Health Center Administrative Manager

Current	Recommended
Public Health Nurse Supervisor PR 1GX (\$70,501 - \$98,703) FN: Recruitment is at \$87,656 (One Vacant Position)	Health Center Administrative Manager PR 1HX (\$75,162 - \$105,223) FN: Recruitment is at \$82,677 (One Vacant Position)

Background

The Milwaukee Health Department (MHD) has requested to repurpose a vacant Public Health Nurse Supervisor position in their Community Health Branch. The department is requesting a new classification of Health Center Administrative Manager to manage the administrative team members at the Southside Health Center and Clinic Office Coordinators at various MHD locations.

This position is responsible for overseeing a myriad of customer related interfaces that impact all of the Milwaukee Health Department (MHD) including the Central Intake phone system, Community Event Requests and targeted administrative needs of the MHD Health Centers and programs. This role requires a highly organized, detail-oriented, customer service driven individual that can assure for quality communications, interactions and facilities management to the public at large. This position provides coordination across various support staff and intake positions; assuring for communication, liaising and operational flows critical to quality services to the community and MHD programs.

Essential Functions:**Central Intake Management**

- Overseer of quality phone line management of MHD's Central Intake used for referrals and information of services
- Quality Improvement/Training/Monitoring of Customer Service Protocols and Expectations – phone etiquette, templates/talking points, conflict resolution, consistent messaging, provision of program/building/departmental updates

- Point person for updating phone trees in MHD to assure for clear, succinct, customer friendly telephonic navigation to the department's services.
- Coordinator of coverage needs across the support staff/central intake staff/greeters
- Superuser for Support for Electronic Health Record (EHR) roll out (and connection to Central Intake and Registration).
- Coordination with Community Health Branch leadership whose services are connected to Central Intake (i.e. Home Visiting, Safe Sleep, Community Healthcare Access, WIC, etc.) for the purposes of:
 - Provision of updates (to and from) to assure proper information is being provided to the community at large
 - Navigating any system/technology changes to Central Intake and informing relevant parties of anticipated impacts to program operations
 - Point person for Q&A related to Central Intake operations

Building Management

- Oversee onsite clinic office coordinator team across health centers who are responsible for supporting building operations. This is including but not limited to:
- Serve as point person for maintenance, security guards, clients and staff; coordinating building activities
- Handling building concerns and navigating resolutions (i.e. plumbing issues, flooding, lighting issues, parking lot/grounds, furniture replacement, etc.). Follow up on completion of orders.
- Triage complaints or concerns from health center customers and staff.
- Coordinates between cleaning company and MHD staff; submitting any cleaning needs and concerns to the contracted cleaning company.
- Liaison with security company providing support and pertinent updates to building staff as needed
- Provide updates and communications up to leadership team regarding safety concerns,
- Provide recommendations on improving the efficacy of inter-programmatic operations, including best usage of health center space.
- Facilitate clinic manager leadership meetings to assure for collaboration, information sharing and provision of pertinent updates for seamless building operations
- Participate in Safety Committee work to assure for implementation of building safety drills, protocols, emergency procedures.
- Point person for onsite contracted interpreter team management in Southside Health Center
- Triage emergency building needs with executive leadership and public work partners as needed

Community Event Coordination

- Monitoring of Support Staff tasked with receiving Community Education and Event Requests (CERs) via MHD website
- Developing and implementing tracking systems for CERs to assure that program leads are responding to the requests and that CER lead is responding back to the vendor (confirm/deny attendance)
- Working with Graphics/Comms team to assure for proper website navigation any recommended updates and revisions.
- Support largescale MHD community events coordination and awareness across the department; potentially formulate/inform a department-wide calendar of community events.

Procurement Support

- Coordinate with Finance/Inventory Management to assure for proper reoccurring procurement across health centers.
- Manage support staff with procard(s) that procure supplies and traveling arrangements for Community Health programs.

- Act as point for centralized purchasing accounts (i.e. Amazon, Walmart, etc.) for Community Health Branch programs.
- Invoice processing support.

Minimum qualifications include a bachelor's degree in business administration, communications or a closely related field from an accredited college or university and four years of experience in customer service, event coordinator, building management or another role closely related to the essential functions. One year of supervisory experience is required.

Comparison to Internal Position

Classification	Function
Title: Health Customer Services Manager Pay Range: 1HX \$75,162 - \$105,223 FN: Recruit at \$82,677 Department: Milwaukee Health Department	This position is responsible for Vitals Program Oversight and Reporting, staff Supervision, and Vitals Data Management. Duties and responsibilities include: <ul style="list-style-type: none"> • Supervise and facilitate workload and all activities of the MHD Vital Statistics Office and other public facing front desk staff. • Maintain a climate of good public service by ensuring that responses to customers are professional, courteous and provide accurate information. • Serve as the authorized representative of the State of Wisconsin as Deputy Registrar for the MHD. • Administer, coordinate, and evaluate all activities of the MHD Vital Statistics Office, including proper registration and issuance of birth and death certificates and fee revenue submissions, in compliance with Wisconsin State Statute Chapter 69.
Minimum qualifications: Requirements include a Bachelor's degree in business administration, communications or a closely related field from an accredited college or university and four years of experience in either a call center or involving high-intensity customer contact environment, including two years of experience at a supervisory level. Certification as a Wisconsin Notary Public within three months of appointment and throughout employment.	

Analysis and Recommendation

As the responsibilities, functions, and minimum qualifications of this position align with the Health Customer Services Manager, we recommend repurposing this Public Health Nurse Supervisor position to Health Center Administrative Manager in pay range 1HX (\$75,162 - \$105,223) with a Recruitment rate of \$82,677.

Microbiologist – Senior

Current	Recommended
Microbiologist – Lead PR 2JN (\$66,154 - \$92,612) FN: Recruitment is at \$76,948 (One Vacant Position)	Microbiologist – Senior PR 2HN (\$58,223 - \$81,507) FN: Recruitment is at \$66,764 (One Vacant Position)

Background

The Milwaukee Health Department has requested to repurpose a vacant Microbiologist – Lead position in their Community Health Branch. The department is requesting a classification of Microbiologist – Senior to reflect changes in level of responsibility and supervisory duties. The department indicates that this position is no longer responsible for acting as a lead in both Environmental Microbiology and Clinical Microbiology. Their supervisory

responsibilities have decreased from direct supervision over 7+ employees/fellows, to 1-3 employees/fellows.

A reorganization in the Milwaukee Health Laboratory has prompted the changes in the reporting structure of the lab – the Microbiology – Senior reports directly to the Assistant Lab Director and the Microbiologist – Lead classification will be discontinued. The Microbiologist – Senior will have supervisory duties related to Microbiologists and lab fellows. Microbiologist – Senior positions provide leadworker duties including assigning duties, directing work, and checking and/or approving work. Seniors do not make hiring recommendations, evaluate performance, nor perform disciplinary action.

Essential Functions:

Technical

- Provides laboratory services in a timely and efficient manner using conventional and molecular methods (e.g. PCR and sequencing) for identification of microbial agents, enteric bacteria, viral and parasitic agents
- Assures quality lab testing by maintaining latest laboratory techniques and maintain skills required in the field of environmental microbiology sample processing and analysis
- Assumes responsibilities in writing standard operating protocols, reviewing and interpret test results, troubleshooting for lab technical problems and complex instruments used in the main laboratories
- Assumes technical responsibility in the absence of Assistant Laboratory Director
- Provides general direction and technical assistance to testing staff.

Operational

- Assists the MHD laboratory sections staff at bench-level activities of microbiologists and assumes the responsibility in their absence
- Assists in the development of education and training protocols; coordinates staff training and competency assessment for environmental test procedures and instructs students.
- Maintains inventory of supplies and coordinates orders for the main laboratory
- Provides leadership and work direction fellow laboratory staff, assists Assistant Lab Director in staff scheduling, writing and revising standard operating procedures (SOP) and organizing data for reports, grants, drafting manuscripts or presentations
- Utilizes computer/laboratory information systems appropriately.
- Provides guidance and support to clinical staff as needed.

Quality Assurance/Compliance

- Maintains appropriate quality control, safety measures per state of Wisconsin and federal guidelines for implementing the quality standards and assuring technical assistance at MHD clinical/environmental laboratories
- Assists in establishment of new programs, new method validation and test procedures
- Assume responsibilities for QA/QC practices at the MHDL laboratories
- Documents all appropriate information for quality assurance/improvement according to established protocol.
- Assists with preparation for regulatory inspections and other federal compliances
- Assists in BSL-2/BSL-3 safety training and performs duties as assigned by Lab Managers and Directors
- Serves as back-up for the senior or lead laboratory positions
- Assists in improving the quality and efficiency of laboratory procedures, policies and processes.
- Reviews laboratory results and quality controls for accuracy and validity.
- Leads nonconforming event (NCE) management in Environmental Microbiology Section.

Minimum qualifications include a Bachelor's degree in microbiology, medical technology, molecular biology or a closely related biological science from an accredited college or university and four years of experience as a professional level microbiologist in a clinical or public health laboratory performing duties related to the essential functions for this position.

Analysis and Recommendation

As the responsibilities, skills, and minimum qualifications of this position are the same as other Microbiologist - Senior positions, we recommend repurposing this Microbiologist - Lead to Microbiologist - Senior in pay range PR 2HN (\$58,223 - \$81,507) with a recruitment rate of \$66,764.

Radiologic Technologist

Current	Recommended
Radiologic Technologist (0.5 FTE) PR 3GN (\$42,996 - \$51,201) FN: Recruitment is at \$45,143 (One Vacant Position)	Radiologic Technologist (0.5 FTE) PR 3PN (\$50,621.22 - \$77,225) FN: Recruitment is at \$58,321 (One Vacant Position)

Background

The Milwaukee Health Department has requested a market study for a vacant Radiologic Technologist position in their Clinical Services Branch. The department and the Department of Employee Relations staffing section indicated that the position was posted for nearly 5 months without gleaning any qualified candidates.

Responsibilities and Minimum Requirements

The Radiologic Technologist performs radiographic diagnostic imaging procedures for patients with suspected or confirmed tuberculosis.

Essential Functions:

Perform x-rays and related functions according to State of WI statutory requirements:

- Take chest x-rays of patients with suspected or confirmed tuberculosis (TB) or latent TB infection (LTBI); send x-ray images electronically for reading by radiologist.
- Provide comprehensive documentation in the client's record
- Maintain equipment in clean and working condition, including attending to minor repairs.
- Assure that radiography supplies requested are the correct type and in quantities sufficient to meet program needs.

Minimum qualifications include a Current State of Wisconsin radiographer license, which must be provided at the time of application and maintained throughout employment. Certification with the American Registry of Radiologic Technicians (ARRT) at time of appointment and throughout employment. One year of related experience performing radiographic diagnostic imaging procedures.

Note: AART certification requires an associate's degree and a completed AART-approved educational program. The certification also has an ethics component and an examination.

Market Data Comparison for Radiologic Technologist from ERI

ERI defines a Radiologic Technologist as a position that Operates diagnostic imaging equipment to perform x-rays, CT scans, MRIs, or mammograms to produce images of a patient's tissues, organs, bones, and vessels for diagnostic purposes, as directed by Physician. Ensures patient care, comfort, and safety, following established radiologic requirements and regulations. Prepares patient for radiologic procedures, answers technical questions, and offers pre-procedure advice. Positions patient on examining table and changes immobilization devices to obtain optimum views of specified area of body requested by Physician. Explains procedures to patient to reduce anxieties and obtain patient cooperation. Moves equipment and patient into specified position, and adjusts equipment controls to set exposure time and distance, based on knowledge of radiographic exposure techniques and protocols. Analyzes and reports

results to Radiologist. Practices radiation protection techniques, using beam restrictive devices, patient shielding skills, and knowledge of applicable exposure factors, to minimize radiation to patient and staff. Maintains adequate radiologic supplies. Completes necessary reports and inputs required information into patient's records. May operate mobile imaging equipment in operating room, emergency room, or at patient's bedside.

Job Title	Geographic Area	Level	25th Percentile	Survey Mean	75th Percentile
Radiologic Technologist	Milwaukee, Wisconsin	Level 1	\$58,321	\$63,852	\$68,913
Radiologic Technologist	Milwaukee, Wisconsin	Level 2	\$66,426	\$72,685	\$78,481
Radiologic Technologist	Milwaukee, Wisconsin	Level 3	\$76,613	\$83,785	\$90,493

ERI as of January 1st, 2024

External Comparators

Position	Minimum Qualifications	Pay Range
Job Title: Diagnostic Radiologic Technologist – X-ray Employer: UW-Health	<ul style="list-style-type: none"> Graduate of a School of Radiologic Technology. Previous healthcare experience required Certification by appropriate body (ARRT) and valid Wisconsin Radiological License. CPR certification required within three months of hire. 	\$54,538 - \$81,806
Job Title: Radiologic Technologist Employer: Children's Hospital	<ul style="list-style-type: none"> Certification: ARRT, CPR/BLS License: Wisconsin State License as a Rad Tech Experience: 1 year of experience preferred but open to new grads that have clinical experience in pediatrics Education: Completion of Rad Tech Degree program 	\$58,032- \$79,040

Analysis and Recommendation

Based upon the above comparison to the market rates of pay in Southeastern Wisconsin and external comparators, the recommendation is to place the Radiologic Technologist into Pay Range 3PN (\$50,621.22 - \$77,225) with a minimum recruitment rate of \$58,321.

Data and Evaluation Coordinator

Current	Recommended
Lead Program Information Specialist PR 2KN (\$70,501 - \$98,704) FN: Recruitment is at \$77,551 (One Position)	Data and Evaluation Coordinator PR 2KX (\$70,501 - \$98,704) FN: Recruitment is at \$77,551 (One Position)

Background

The Milwaukee Health Department (MHD) has requested the reclassification of a Lead Program Information Specialist position to an existing classification of Data and Evaluation Coordinator. Job descriptions were provided and discussions were held with Lindsey O'Connor, Health Human Resources Administrator and Sarah Wallisch, Human Resources Representative.

Data and Evaluation Coordinator

The Department defines the Data and Evaluation Coordinator role as one that is responsible for design, development, implementation, analysis, and summary of program evaluation data for a broad range of program areas within the

City of Milwaukee Health Department (MHD). Working with epidemiologists and program staff, the evaluator maintains a portfolio of MHD programs, initiatives, and special projects, which this role is responsible for evaluating. In addition, the Evaluator manages and coordinates department-wide efforts to ensure that a performance management system is developed and maintained, resulting in data-driven programs. The Evaluator assures that department-wide performance improvement initiatives enhance operational and program efficiencies and effectiveness.

The Evaluator leads policy development related to program performance; leads and coordinates evaluations that impact public health systems; supports organizational strategic planning; researches and develops workforce development training programs to enhance performance outcomes related to priority health concerns; assist to detect, analyze and deter programmatic and administrative risks; and communicates findings to department leadership, elected officials and community stakeholders.

Essential Functions:

Program Evaluation

- Support all data and evaluation activities for department programming, including data collection and analysis and management practices to ensure that public health goals are effective and efficient.
- Develop and implement qualitative and quantitative data collection tools with feedback from and involvement of stakeholders (*e.g., survey design, instrument development, focus groups, key informant interviews, and client interviews*).
- Analyze and interpret qualitative and quantitative data using statistical software packages and qualitative data analysis techniques, with involvement of stakeholders.
- Create data visualizations and provide expertise in evaluation frameworks.
- Make recommendations for improvement where necessary or highlight operational successes.
- Provide technical support to stakeholders to ensure the highest quality of programmatic performance measurement and increase the department's capacity to evaluate and improve the department's practices, programs and use of resource.
- Provide individualized training opportunities to stakeholders to ensure data collection is relevant, strategic, and efficient.
- Collaborate with stakeholder to interpret data to develop useful and practical recommendations for program improvements.
- Develop collaborative relationships with community stakeholder to ensure the department's evaluation efforts are culturally responsive.

Performance Management

- Establish a performance monitoring and reporting system and provide frequent progress reports including, performance status, and quality improvement outcomes.
- Collaboratively design an information technology infrastructure required to support a department-wide performance and quality improvement system and open data sharing with the community.
- Research, develop and implement performance management processes including, a department-wide training to ensure compliance with program management system reporting and tool and materials to expand the department's capacity related to data.
- Maintain systems for tracking key performance indicators of the department by continuously reviewing and analyzing the alignment of program performance and department goals and strategies.
- Support the development of the department's annual report for the Mayor and Common Council.

Minimum qualifications include a bachelor's degree in public health, epidemiology, public policy, statistics, or related field from an accredited college or university and two years of experience in data research, evaluation, collection, and analysis and/or functions related to the position.

Lead Program Information Specialist

The Lead Program Information Specialist ensures efficient operation, maintenance, and quality assurance of all data and information systems in the Home Environmental Health (HEH) Childhood Lead Poisoning Prevention Program (CLPPP). This position ensures the program accurately tracks and reports blood lead surveillance, collection of environmental samples, and individual and environmental case management utilizing state and federal program standards to effectively integrate this data into program and department operations.

This position monitors and directs the day-to-day operation of CLPPP databases and coordinates data entry, quality control (QC), and quality assurance (QA) procedures of program staff to ensure the data integrity of program databases. The staff supports policy development related to program performance, evaluations that impact public health systems, and organizational strategic planning; assists to detect, analyze and deter programmatic and administrative risks; and communicates findings to department leadership, elected officials and community stakeholders.

Essential Functions:Program Data Management and Reporting

- Support all data and evaluation activities of assigned programs.
- Support the CLPPP program including data collection and analysis and management practices to ensure that public health goals are effective and efficient, utilizing program databases and the Healthy Homes and Lead Poisoning Surveillance System (HHLPS) system
- Extracts, manipulates, reports and interprets customized information from CLPPP databases for the purpose of program strategic planning and evaluation, trend analysis, service delivery, quality assurance, academic resource support, legislation support, public records requests, program quarterly and annual statistics, program QA/QC functions, timeline analysis and reports to funding agencies
- Analyze and interpret qualitative and quantitative data using statistical software packages and qualitative data analysis techniques, with involvement of stakeholders.
- Create data visualizations and provide expertise in evaluation frameworks.
- Make recommendations for improvement where necessary or highlight operational successes
- Provide technical support to stakeholders to ensure the highest quality of programmatic performance measurement and increase the department's capacity to evaluate and improve the department's practices, programs and use of resource.
- Provide individualized training opportunities to stakeholders to ensure data collection is relevant, strategic, and efficient.
- Collaborate with stakeholder to interpret data to develop useful and practical recommendations for program improvements.
- Develop collaborative relationships with community stakeholder to ensure the department's evaluation efforts are culturally responsive.
- May support one or several program areas.

Program Database Coordinator

- Develop database training protocols, train employees, and update training procedures for assigned programs as appropriate
- Trains all new employees in the use of CLPPP databases
- Provides updates to CLPPP database users and problem solving
- Develops and updates training protocols and procedures as appropriate
- Reviews and monitors input performance to assure quality data
- Establishes data input priorities and schedules
- Communicates with managers to maintain staffing levels for timely and accurate data input and processing

- Develops, monitors, and maintains CLPPP database quality control program
- Analyzes and solves problem occurring with CLPPP databases
- Coordinates problem solving with IT and state and federal CLPPP programs as appropriate
- Coordinates all program data issues with state and federal CLPPP programs
- Coordinates with state and federal CLPPP programs to develop and implement changes and updates to CLPPP database programs and technology.
- Act as point of contact for CLPPP specific software and applications for initial troubleshooting.
- May support one or several program areas

Information Technology Management

- Directs upgrades, expansion, and coordination of all CLPPP hardware and software
- Recommends software and program changes
- Supports update and maintenance of HEH and CLPPP web pages
- Communicates with ITMD staff as necessary

Minimum qualifications include a Bachelor's Degree of Science or a related field from an accredited college or university AND at least three (3) years of experience in database applications, data collection, statistics, and/or personal computer hardware and software. *(Minimum requirements have not yet been assessed by the DER Staffing Division)*

Analysis and Recommendation

In evaluating the Lead Program Information Specialist position for FLSA exempt status, guidelines from the Department of Labor (DOL) were considered. For a Professional Exemption, the DOL requires that a FLSA exempt position's primary duty be "the performance of work requiring advanced knowledge, defined as work which is predominantly intellectual in character and which includes work requiring the consistent exercise of discretion and judgment", that the "advanced knowledge must be in a field of science or learning", and the "advanced knowledge must be customarily acquired by a prolonged course of specialized intellectual instruction."¹

The evaluation of the essential functions of this position indicate that it works very independently, is self-directed and requires independent judgement. Functions are not standardized nor easily catalogued, and require independent judgment to perform tasks, make recommendations, and troubleshoot complex issues of stakeholders to meet programmatic needs.

The knowledge required of the position related to data management, reporting, and information technology supports the DOL component of advanced knowledge that is predominately intellectual, and also that it is in a field of science or learning. This position requires the equivalent knowledge and skills of the Data and Evaluation Coordinator, including knowledge of public health research, policies, strategies, and evaluation methods, analytical, problem-solving, and decision-making skills, sound judgment, and communication and interpersonal abilities involving relationship building with stakeholders, working effectively with multi-cultural, multi-disciplinary staff, and engaging and presenting information to top management.

As the responsibilities of this position are comparable in nature of work and level of responsibility to other classified Data and Evaluation Coordinator positions, we recommended reclassifying this position of Lead Program Information

¹ WAGE AND HOUR DIVISION; UNITED STATES DEPARTMENT OF LABOR "Fact Sheet #17A: Exemption for Executive, Administrative, Professional, Computer & Outside Sales Employees Under the Fair Labor Standards Act (FLSA)" *US Department of Labor*, September 2019, <https://www.dol.gov/agencies/whd/fact-sheets/17a-overtime>.

Specialist to Data and Evaluation Coordinator in Pay Range 2KX (\$70,501 - \$98,704) with a recruitment rate of \$77,551.

Equal Rights Complaints Liaison

Current	Recommended
New Position	Equal Rights Complaints Liaison PR 2GX \$54,619 - \$76,474 FN: Recruitment is at \$58,034 (One Vacant Position)

Background

The Office of Equity and Inclusion in the Department of Administration has requested the classification of the Equal Rights Complaints Liaison position created in the 2024 budget. Discussions were held with Bernadette Karanja, Chief Equity Officer, and a job description was provided.

Responsibilities and Minimum Requirements

Under the Supervision of the Chief Equity Officer, incumbent is responsible for receiving, reviewing, referring and tracking all Constituent Equal Rights Complaints in compliance with City Ordinance Chapter 109. Incumbent will work the Equal Rights Commission to establish a compliant and appropriate referral structure for jurisdictional and non-jurisdictional complaint investigations.

Essential Functions:

- Create a digital log of all complaints received daily at the Office of Equity and Inclusion
- Filter complaints by jurisdictional and non-jurisdictional status
- Refer non-jurisdictional complaints to County and State in writing
- Process jurisdictional complaints for submission to the Equal Rights Commission
- Staff the Equal Rights Commission's Committee Hearings related to jurisdictional complaints related specifically to: (1) Lawful Source of Income (2) Marital Status (3) Gender Identity or Expression (4) Victim of Domestic Abuse or Sexual Abuse (5) Protective Hair Styles (6) Past or Present Membership in the Military (7) Genetic Identity (8) Homelessness (9) Familial Status
- Provide technical assistance, and act as a resource liaison to the City Attorney's designee to the Equal Rights Commission relative to Constituent jurisdictional complaints.
- Work in tandem with the Equal Rights Specialist in publishing Equal Rights Commission Hearings

Minimum qualifications include a Bachelor of Science Degree in Paralegal Studies or related degree. At least 3 years of experience in the paralegal field, public education, public administration, political science or equivalent experience.

Market Data Comparison for Complaints Analyst from ERI

ERI defines a Complaints Analyst as a position that Receives, processes, and analyzes customer complaints. Conducts investigations into customer complaints and grievances. Arranges for resolutions to customer issues. Records complaints to ensure the ability to track and analyze. Analyzes trends in complaints and recommends process changes. Makes suggestions to complaint reporting and resolution procedures. May oversee database or software for documenting customer issues and resolutions.

Job Title	Geographic Area	Level	25th Percentile	Survey Mean	75th Percentile
Complains Analyst	Milwaukee, Wisconsin	Level 1	\$47,985	\$53,413	\$58,720
Complains Analyst	Milwaukee, Wisconsin	Level 2	\$58,034	\$64,639	\$71,137
Complains Analyst	Milwaukee, Wisconsin	Level 3	\$70,315	\$78,325	\$86,254

ERI as of August 14th, 2023

Analysis and Recommendation

Based upon the above comparison to the market rates of pay in Southeastern Wisconsin, the recommendation is to classify the Equal Rights Complaints Liaison in Pay Range 2EX (\$48,079-\$67,309) with a minimum recruitment rate of \$58,416.

Data and Evaluation Specialist

Current	Recommended
New Position	Data and Evaluation Specialist PR 2EN (\$48,079 - \$67,309) FN: Recruitment is at \$56,291 (One Vacant Position)

Background

The Office of Equity and Inclusion in the Department of Administration has requested the classification of the Data Specialist (Data Specialist title requested, Data and Evaluation Specialist recommended) position created in the 2024 budget. Discussions were held with Bernadette Karanja, Chief Equity Officer, and a job description was provided.

Responsibilities and Minimum Requirements

Under the supervision of the Chief Equity Officer, the incumbent will coordinate Office of Equity and Inclusion's city-wide data aggregation and research related to all 44 Division and ancillary Departments and their community footprints. In addition, the incumbent will support OEI's REI Coordinator and DOA's Community Analytics Analyst in collating geographic based quantitative analysis needed to make informed decisions about closing inequitable and exclusive gaps in the allocation of city resources.

Essential Functions:

Data Collection and Analysis

- Plan and conduct geographic-based studies, case analysis, to implement pertinent and practical solutions to racial and gender disparities in city service.
- Collaborate in the survey or investigation design process, including conducting a literature review, determining methodological techniques and processes, designing questionnaires and other data-collection instruments.
- Follow ethics and confidentiality guidelines and principles (including federal, state, and department rules) when collecting, using, analyzing and disseminating data, conducting research and quality improvement.
- Generate descriptive analyses of primary and secondary data for a variety of audiences.
- Assess need for special analyses, including cluster investigations, survival or longitudinal analyses, or cost-effectiveness/cost benefit/cost utility analyses.
- Provide technical assistance and training on data management, and statistical analysis to department staff. Act as a resource on internal and external committees.
- Support the development of the Office of Equity and Inclusion's Staff and Community Assessment and other related department strategic plans.

Reporting Research Findings

- Make recommendations regarding the validity of primary and secondary data. Make recommendations for effective, evidence-based interventions
- Prepare written and oral reports and presentations that communicate necessary information to professional audiences, policy makers, and the general public.
- Use principles of risk communication to efficiently and effectively disseminate findings.
- Create data visualizations to help stakeholders understand and interpret data.
- Prepare needs statements for funding proposals.

Data System Management

- Design data management systems that include groups subject to social-economic disparities or other potentially underrepresented groups (using standard categories where available).
- Exercise discretion in the management of sensitive databases, including overseeing the collection, cleansing, storing, and maintenance of data from multiple sources across different platforms.

Minimum qualifications include a Bachelor of Science Degree in Data Analytics, Urban Planning, Public Administration, or related degree and three years of related experience.

Comparison to Internal Positions

Classification	Function
Title: Intelligence Analyst Pay Range: 2GN (\$54,619 - \$76,474) FN: Recruit at \$57,572 Department: Milwaukee Police Department	<p>The basic function of this position is to be coordinate and lead outreach efforts with regional public and private sector representatives to provide Vulnerability Assessments and related resources in the furtherance of the National Preparedness Goals Core Capabilities of Prevention, Protection and Mitigation; and to further the information sharing mission of the Southeastern Wisconsin Threat Analysis Center (STAC). Duties and responsibilities include:</p> <ul style="list-style-type: none"> • Gather, research and analyze international, national, and local threat information relating to critical infrastructure. • Identify appropriate strategies to mitigate vulnerabilities to critical infrastructure. • Provide recommendations for current and future assessment priorities. • Provide threat input in support of finished assessment products.
Title: Laboratory Data Specialist Pay Range: 2EN (\$48,079 - \$67,309) FN: Minimum recruitment at \$56,291 Department: Milwaukee Health Department	<p>The Laboratory Data Specialist is responsible for meeting the goals of the Centers for Disease Control and Prevention (CDC) Epidemiology & Laboratory Capacity grant by performing data analysis, maintaining data security and integrity and by ensuring that LIS disaster recovery protocols are in place.</p> <ul style="list-style-type: none"> • Laboratory Data Oversight: Establish mechanisms to electronically report resistant isolate results to the clinic sites, the Wisconsin Division of Public Health (WI DPH), the Antimicrobial Resistance Laboratory Network (ARLN) and the CDC within 24 hours • Informatics Interoperability, Functionality, Data Access, Compliance and Quality Work: Optimize the use of off-site reporting via electronic messaging; develop and implement reporting mechanisms • Support and Maintenance of the Laboratory Information System (LIS): Assist with analyzing, troubleshooting and solving LIS system-related problems; maintain the integrity of the LIS database; ensure supporting maintenance of the LIS.

Analysis and Recommendation

In considering the functions of this position, the Data and Evaluation Specialist is comparable in level and scope of responsibility to the Laboratory Data Specialist. Based on these considerations, it is recommended to classify the Data and Evaluation Specialist in Pay Range 2EN (\$48,079 - \$67,309) with a minimum recruitment rate of \$56,291

MKE Parks Worker

Current	Recommended
New Positions	MKE Parks Worker PR 8CN (\$49,460 - \$58,151) FN: Recruitment is at \$50,130 (Two Positions)

Background

These are the final new positions for the MKE Parks Program being classified. These positions will provide the maintenance and necessary repairs for the 50 parks, 70 square acres of land that the City of Milwaukee oversees and operates. Duties and responsibilities include:

- Cutting grass with a lawnmower
- Inspecting and repairing park playground and seating equipment
- String trimming – weedwhacker
- Planting beds
- Treating and removing weeds
- Planting turf – sod and seed
- Waste removal (year-round)
- Installing mulch
- Tree removal (year-round)
- Fence clearing (winter)
- Vegetation management (year-round)
- Planning and preparation for next season

Minimum qualifications include at least six months of maintenance work experience and a Class D driver's license required at time of application and throughout employment. These requirements have not yet been assessed by the Staffing Division.

The Urban Forestry Worker performs various horticultural work activities in the establishment, maintenance, and renovation of boulevards and other City greenspaces and provide ground level support for tree maintenance crews performing more technical tasks on City trees. They plant, maintain, and remove trees, shrubs, flowers, and turf on city boulevards and other greenspaces, including site preparation and planting, bed building and repair, mowing and trimming. This position operates equipment for snow and ice, spreaders for mulch and topsoil, trenchers, riding mowers and other hand and motorized equipment used in the industry.

Based off the responsibilities and level of duties in comparison to the position of Urban Forestry Worker, this report recommends classifying two new positions as MKE Parks Worker in Pay Range 8CN (\$49,460 - \$58,151) with a recruitment rate of \$50,130.

HRIS Audit Coordinator

Current	Recommended
HRIS Audit Coordinator PR 2JN (\$66,154 - \$92,612) Recruit Rate: \$76,222	HRIS Audit Coordinator PR 2JX (\$66,154 - \$92,612) Recruit Rate: \$76,222

The Department of Employee Relations has requested a change in FLSA designation for the HRIS Audit Coordinator from nonexempt to exempt. This recommendation does not affect the rates of pay for the incumbent. With the upcoming Enterprise Resource Project, this position will take on a lead role in directing and training new audit staff that will be added to the DER Compensation staff.

Duties, Responsibilities, Requirements

The HRIS Audit Coordinator serves in a lead capacity for city department payroll personnel to ensure the accurate processing of payroll and personnel transactions Citywide. The position is a resource to department payroll staff.

- 30% HRIS Transaction Auditing Administration: Develop auditing methods to ensure HRIS transaction accuracy using the proper documentation, authorization and/or certification. Audit complex pay and personnel HRIS transactions. Verify and reconcile records in accordance with the City Services Rules, Salary Ordinance, and payroll procedures. Request entries be made or corrections to existing entries be made to insure HRIS data is accurate, reliable, and in compliance with the City Services Rules, Salary Ordinance, and payroll procedures.
- 30% Citywide HRIS Transaction Support: Manage and delegate inquiries received via the DER Pay Services email inbox. Act as an informational resource to citywide department staff in making HRIS transactions. Provide training and guidance in accordance with the curriculum, procedures, and policies set by the Functional Applications Administrator.
- 20% Complex Pay System Implementation: Provide support to and consult with City department staff and the Functional Applications Administrator in the functional application/maintenance of city pay practices including career ladder implementation and advancement, recruitment matrices, merit-based pay progression, mass rate changes, etc.
- 15% Training and Development: Conduct trainings for City payroll personnel in accordance with the curriculum and procedures set forth by the Functional Applications Administrator, assist with the scheduling and implementation
- 5% Research and analyze data as requested to assist with special reports for projects as needed.

The minimum requirements include four years of clerical experience performing duties related to the position, including at least one year of experience performing complex functions in PeopleSoft HCM. A bachelor's degree in business administration, accounting, mathematics, psychology or equivalent may be substituted for up to two years of experience.

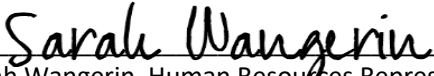
Necessary knowledge, skills, and abilities include:

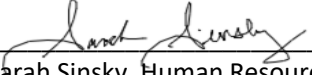
- Knowledge of payroll processing procedures.
- Ability to use PeopleSoft HCM to make entries and run queries.
- Ability to read/interpret personnel policies, civil service rules, salary ordinance, and labor agreements.
- Ability to effectively communicate City policies and employee relations procedures.
- Ability to work independently and use judgment to know when to ask for guidance.
- Approachable and able to maintain composure when dealing with a conflict or stressful situation.
- Ability to plan, set priorities and schedule activities to assure completion of assignments in a timely manner.
- Ability to provide exceptional service to all customers of the Department of Employee Relations.
- Computer skills to use Microsoft Office software and other programs to complete work.
- Ability to interpret City ordinances, policies, and employment laws.
- Knowledge of payroll processing procedures.


With the oversight responsibility for leading, training, and overseeing the work of city payroll personnel citywide, the recommendation is to classify this position as HRIS Audit Coordinator in Pay Range 2JX.

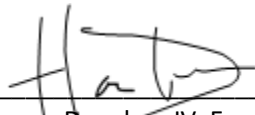
Action Required – Effective Pay Period 08, 2024 (March 31st, 2024)

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

Prepared by: 
Sarah Wangerin, Human Resources Representative

Prepared by: 
Sarah Sinsky, Human Resources Representative

Prepared by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Harper Donahue IV, Employee Relations Director