



Department of Employee Relations

March 5, 2012

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Troy M. Hamblin
Labor Negotiator

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

Dear Committee Members: Re: Common Council File Number 111545

The following classification and pay recommendations were approved by the City Service Commission on **February 28, 2012**:

In City Development, one new position was recommended for classification to Program Assistant II, PR 5F.

In the Health Department, two new positions were classified as Breastfeeding Peer Counselor, PR 5A.

In the Unified Call Center, one vacant position of Communications Assistant III, PR 6H was recommended for reclassification to an Administrative Assistant II, PR 6H.

In DPW-Water Works, one new position was recommended for classification to Program Assistant I, PR 5E.

In DPW-Operations Division, four positions of Sanitation Worker, PR 8E was recommended for reclassification to Self-Help Yard Attendant, PR 8F.

The following classification and pay recommendations were approved by the City Service Commission on **February 7, 2012**:

In the Unified Call Center,

One position of Communications Assistant IV, PR 6J was recommended for reclassification to UCC Customer Service Representative IV, PR 6J.

Ten positions of Communications Assistant III, PR 6H was recommended for reclassification to UCC Customer Service Representative III, PR 6H.

A new title was classified as UCC Customer Service Representative II, PR 6G.

A new title was classified as UCC Customer Service Representative I, PR 6F.

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: 3 Job Evaluation Reports
Fiscal Note

C: Mark Nicolini, James Carroll, Troy Hamblin, Nicole Fleck, Victoria Robertson, Bevan Baker, Raquel Filmanowicz, Yvette Rowe, Nancy Castro, Richard Marcoux, Martha Brown, Judy Allen, Gary Loop, Anthony Sherwin, Carrie Lewis, Laura Daniels, Jeff Novak, Ghassan Korban, Preston Cole, Dan Thomas, Wanda Booker, Chuck Schumacher, Richard Abelson, John English, Kenneth Wischer, Bill Mollenhauer, Daniel Panowitz, and Calvin Lee (DC 48)

JOB EVALUATION REPORT

City Service Commission Meeting Date: February 28, 2012

Department: City Development

Current	Request	Recommendation
New Position	Real Estate Specialist I PR – To Be Studied	Program Assistant II PR 5F (\$41,495 - \$47,065)

Action Required – Effective Pay Period 7 (March 18, 2012)

In the Positions Ordinance, Department of City Development, General Management and Policy Development Decision Unit, Real Estate and Development, add one position of "Program Assistant II (Y)".

Background

The Department of City Development is planning to request the creation of a new position under the Foreclosure Initiative at the March 9, 2012 Finance and Personnel Committee Meeting. This position would be located in the Real Estate Section of the Department. The Department of Employee Relations received a letter from Martha Brown, Deputy Commissioner - City Development requesting classification of this new proposed position. A job description was provided and discussions were held with Judy Allen, Resource and Administrative Manager. Subject to approval of this new position we make the above recommendation for classification.

Duties and Responsibilities

The basic function of this position is to assist in the management and marketing of City-owned, tax foreclosed residential property. The specific duties and responsibilities are as follows:

- 35% Visit City-owned residential properties to install and remove postings, provide access to contractors, verify the completion of repair and maintenance work by contractors, and monitor property condition; and maintain files and data records to record results of visits.
- 25% Check City-owned residential properties for minor maintenance issues and order necessary repairs.
- 15% Meet with tenants of City-owned residential properties to discuss rent payment, and present leases, advise tenants of their responsibilities, and respond to and investigate tenant concerns; and maintain files and data records related to tenants.
- 10% Assist with sales of residential properties in the City's inventory by coordinating closings, recording documents, processing easements, and doing market research.
- 10% Monitor rent delinquency reports and initiate collection and eviction actions when warranted.

5% Perform other duties as assigned.

Requirements include a Bachelor's Degree in Real Estate, Business Administration or related field or three years of experience working with residential property management and sales. Equivalent combinations of education and experience may also be considered.

Analysis

Comparisons were made to other positions including:

- Program Assistant I in Pay Range 5E (\$39,507 - \$45,577)
- Program Assistant II in Pay Range 5F (\$41,495 - \$47,065)
- Real Estate Specialist I in Pay Range 2BN (\$43,909 - \$51,106)

The Real Estate Specialist I classification is stronger than the position under study since it has the higher level responsibility of determining the market value of properties acquired or disposed of based on accepted appraisal methods, reviews work performed by independent contract appraisers, prepares written comments and conclusions, and makes appraisal and/or price recommendations.

The level of work for the position under study is more comparable to the Program Assistant classifications of Program Assistant I and II which are described below.

Program Assistant I in Pay Range 5E

Performs duties and responsibilities to support the work of professionals and/or managers in a specific area of operations or program within a City department. Requires a good working knowledge of policies and procedures associated with a particular program or area of operations and significant on-the-job work experience in the area. Carries out duties and responsibilities very independently and consults with managers and professionals regarding unusual situations requiring the interpretation of policies.

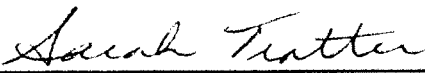
Program Assistant II in Pay Range 5F

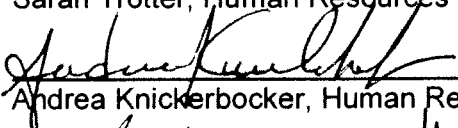
Positions in this classification require the equivalent knowledge and skill normally obtained with a bachelor's degree. Some positions function as group leaders for other employees. A hallmark of the Program Assistant II is the analysis of information, in contrast to gathering or compiling information. In analyzing information, the employee is required to draw conclusions and make recommendations from the information presented. This information may be in the form of accounting information, budget records and reports, financial information, contracts, or qualitative information. Program Assistants II are expected to independently initiate new work projects and improve processes on a continuous basis.

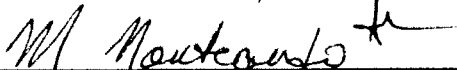
The classification of Program Assistant II is appropriate for the position under study since the position requires a Bachelor's Degree and works very independently requiring independent judgment and analysis when working out in the field, meeting with tenants, and performing work related to the sales of residential properties.

Recommendation

Based on the above analysis we recommend that this new position be classified as Program Assistant II in Pay Range 5F.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: February 28, 2012

HEALTH DEPARTMENT

Current	Request	Recommendation
Two New Positions	Breastfeeding Peer Counselor PR 5B (\$29,781 - \$36,538)	Breastfeeding Peer Counselor PR 5A (\$29,052 - \$35,021)

ACTION REQUIRED – Effective Pay Period 2 (January 8, 2012)

In the Salary Ordinance, under Pay Range 5A, add the title “Breastfeeding Peer Counselor”.

Background

The Health Department has requested a classification study of two new positions under the WIC (Women, Infants and Children Supplemental Nutrition) Program grant. A job description was provided and discussions were held with Yvette Rowe, Business Operations Manager-Health and Nancy Castro, WIC Program Manager.

Duties and Responsibilities

The basic function of these two positions is to give breastfeeding information and encouragement to pregnant or breastfeeding mothers in the WIC program. The specific duties and responsibilities are as follows:

- Counsel pregnant or breastfeeding mothers in the WIC Program by telephone or through clinic visits
- Make routine periodic contacts with assigned clients
- Give support and basic breastfeeding information to new mothers; inform them about the benefits of breastfeeding; help them to get a good start and overcome common barriers; and help them to prevent and handle common breastfeeding challenges and concerns.
- Keep accurate records of all contacts made with WIC clients through the ROSIE web-based software system that tracks data for the WIC Program
- Refer pregnant or breastfeeding mothers, according to clinic-established protocols, to the WIC Breastfeeding Coordinator or Nutritionist, a lactation consultant, their physician or nurse, public health programs in the community, and/or social service agencies.
- Attend and assist with prenatal classes and breastfeeding support groups
- Attend monthly staff meetings and breastfeeding conferences and workshops; and read assigned books and materials on breastfeeding
- Assist WIC staff in promoting breastfeeding peer counseling through special projects and perform other duties as assigned

Requirements include a proficiency in the use of word-processing and spreadsheet applications; an ability to follow and implement oral and written instructions; and personal breastfeeding experience.

Analysis and Recommendation


We compared these two positions to other similar positions in the Health Department including:


- Health Access Assistant II Pay Range 6F (\$29,781 - \$37,464, recruitment at \$33,865)
- Health Services Assistant II Pay Range 6F (\$29,781 - \$37,464, recruitment at \$33,865)
- Clinic Assistant Pay Range 5B (\$29,781 - \$36,538)
- Health Access Assistant I Pay Range 6E (\$29,780 - \$35,041)
- Health Services Assistant I Pay Range 6E (\$29,780 - \$35,041)
- Health Interpreter Aide Pay Range 5A (\$29,052 - \$35,021)

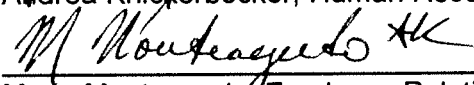
The classification of Clinic Assistant in Pay Range 5B is stronger since there is a broader scope of work which includes registering clients, performing screening tests, taking basic health histories, making observations, being responsible for medical equipment and supplies, and performing general office support duties. Requirements are also stronger since it requires a Nursing Assistant certification or equivalent course work or work experience. The Health Access Assistant and Health Services Assistant positions are also broader in scope and have a greater emphasis on paperwork and administrative support.

The range of duties and requirements of the Health Interpreter Aide in Pay Range 5A more closely match those of the positions under study. The Health Interpreter Aide provides interpretive services for the Public Health Nurses and other Health professionals; serves as an informational resource for clients; and as a resource on cultural sensitivity for staff. Requirements include an ability to interpret English and other languages as needed for the Health Department.

We therefore recommend that these two new positions be classified as Breastfeeding Peer Counselor in Pay Range 5A.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: February 28, 2012

This report recommends appropriate classifications and compensation levels for various positions created or changed in conjunction with the implementation of the 2012 City of Milwaukee budget. This report contains recommendations for positions in the Unified Call Center, DPW-Water Works, and DPW-Operations.

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.

UNIFIED CALL CENTER

Current	Request	Recommendation
Communications Assistant III PR 6H (\$36,902 - \$40,836) Vacant	Administrative Assistant II PR 6H (\$36,902 - \$40,836)	Administrative Assistant II PR 6H (\$36,902 - \$40,836)

DPW-WATER WORKS

Current	Request	Recommendation
New	Program Assistant I PR 5E (\$39,507 - \$45,577)	Program Assistant I PR 5E (\$39,507 - \$45,577)

DPW – OPERATIONS DIVISION

Current	Request	Recommendation
Sanitation Worker PR 8E (\$36,170 - \$40,545) Recruitment Rate: \$36,994 (Four Positions)	Self-Help Attendant PR – To Be Studied	Self-Help Yard Attendant PR 8F (\$37,409 - \$42,272)

ACTION REQUIRED – Effective Pay Period 2, 2012 (January 8, 2012)

In the Salary Ordinance, under Pay Range 8F, add the title “Self-Help Yard Attendant”.

In the Positions Ordinance,

Under Department of Public Works – Operations Division, Sanitation Section, Field Operations, delete four positions of “Sanitation Worker” and add four positions of “Self-Help Yard Attendant”;

Under Department of Public Works – Water Works, Business Organization, Meter Services, add one position of “Program Assistant I”;

Under Unified Call Center, delete one position of “Communications Assistant III” and add one position of “Administrative Assistant II”.

UNIFIED CALL CENTER

Current:	Communications Assistant III	Pay Range 6H
Request:	Administrative Assistant II	Pay Range 6H
Recommended:	Administrative Assistant II	Pay Range 6H

DER has received a request from Gary Loop, Unified Call Center Director to reclassify one vacant position of Communications Assistant III to Administrative Assistant II. The Administrative Assistant II will provide the administrative support for this relatively new department. Duties, responsibilities, and requirements include:

- 45% Perform administrative support functions for the Unified Call Center (UCC) to include payroll processing, accounts payable, and correspondence. Develop and maintain the city service information and issues files.
- 20% Assist the UCC Director in reporting on city service delivery and call center activities through the Lagan CRM software system. Maintain and run reports for review by the Director, elected officials, and city departments. Monitor the Lagan knowledge base for needed changes and updates as city requirements evolve.
- 20% Prepare UCC internal and external and communications on behalf of the Unified Call Center Director. Draft and update training materials, call center directives, agent performance documents, etc.
- 10% Serve as a Customer Service Representative when circumstances necessitate.
- 5% Perform other office duties as required including preparing draft budget and legislative documents and maintaining office supplies.

Requirements include four years of office support experience including one year at the level of Office Assistant III or above. Equivalent combination of education and experience may be considered.

Knowledge, skills, abilities and personal characteristics include:

- Demonstrated strong knowledge of MSOffice suite software and general database management skills
- Exceptional written and oral communication skills
- Ability to exercise a high degree of independent judgment
- Strong organizational skills and proven ability to self-initiate
- Ability to adapt to an evolving work environment
- Ability to meet multiple deadline under pressure
- Ability to work independently with a high level of integrity and confidentiality
- Excellent customer service skills
- Ability to work in a team environment and maintain good working relationships with coworkers and the public

The Administrative Assistant Series includes all office support positions that perform secretarial duties directly supporting the work of one or more managers or high-level professionals. The managers to whom these Administrative Assistants report are usually in middle management and often in top management. Positions performing general office work not directly supporting the work of a manager are included in the Office Assistant series. Higher level office support positions having their own distinct area of responsibility, apart from that associated with a manager are included in the Program Assistant series.

Positions in this classification series at the level of Administrative Assistant II perform standard, advanced, and confidential administrative duties requiring broad experience, skill and knowledge of organization policies and practices. Positions at this level typically provide administrative support to a high-level manager.

The duties and responsibilities of this new job classification in the UCC will provide administrative support to the UCC Director and for the relatively new department. This position in the UCC will be responsible for assisting the Director in reporting on city service delivery, payroll processing, accounts payable, and correspondence as well as all correspondence and communications such as training materials, call center directives, and agent performance documents.

The duties and responsibilities of this new position are consistent with those at the level of an Administrative Assistant II. We therefore recommend reclassifying this vacant position of Communication Assistant III to Administrative Assistant II in Pay Range 6H.

DPW-WATER WORKS

Current:	New	
Request:	Program Assistant I	Pay Range 5E
Recommended:	Program Assistant I	Pay Range 5E

Employee Relations received a request from Laura Daniels, Administration and Projects Manager in the Milwaukee Water Works to classify a new position of Program Assistant I located in the Water Works Business Division, Meter Services Unit. The position will be responsible for operating the computer interface between the automatic meter-reading system and the EnQuesta customer support/billing system, serving as a leadworker in the Meter Services Unit, creating new water sewer accounts, analysis of meter reading routes for efficiency and analyzing and following up on customer water consumption issues. Duties, responsibilities, and requirements include:

- 50% Run Mobil Meter Reading System Software and meter reading program. Operate interface between meter reading system and enQuesta customer support/billing system to meet billing deadline. Analyzes data for missed meter reads and erroneous information, determines cause and initiates corrective actions. Prepares daily route work assignments for meter reading
- 25% Prepares communications, requisitions and forms. Evaluates consumption history and patterns to determine when to send high consumption letters to customers. Track accounts that need to receive communications on plumbing conditions, requests for access to service water meters, and water service disconnection notices.
- 25% Coordinate work assigned to Customer Service Representatives and train as needed. Create new water and sewer accounts. Answer customer inquiries on the meter reading process. Maintain the key file for accessing premises of property owners. Act as back-up to the Office Assistant IV.

Requirements include four years of clerical experience with at least one year at the level of an Office Assistant III.

Knowledge, skills, abilities, and personal characteristics include but are not limited to:

- Substantial experience with and knowledge of MS Office applications and software including Itron's MV-RS and Systems & Software's enQuesta.
- Ability to communicate effectively with vendors, coworkers, and customers
- Ability to respond calmly under adverse conditions with tact and diplomacy.
- Ability to work effectively under pressure and meet deadlines
- Possess good organizational skills and be self-motivated.

In 2012, the Milwaukee Water Works has added this additional Program Assistant I in the Business Division, Meter Services Unit to prepare for the eventual transition to monthly billing for approximately 150,000 customers in the City of Milwaukee. Currently water bills are sent monthly for large commercial and suburban customers. With the Water Works new rate structure the long term plan is to move Milwaukee residents to a monthly billing cycle.

Current support staff in the Meter Service Section includes a Program Assistant I leadworker, three Customer Service Representatives, and an Office Assistant III. The Water Works has added this additional Program Assistant I position to address the increase in workload that will occur with the transition and implementation of this change in billing cycle. This position will work with the more difficult aspects of running the Mobil Meter Reading System Software and work interchangeably with the current Program Assistant I.

For these reasons we recommend classifying this new position as a Program Assistant I in Pay Range 5E.

DEPARTMENT OF PUBLIC WORKS – OPERATIONS DIVISION

Current:	Sanitation Worker (Four Positions)	PR 8E
Request:	Self-Help Attendant (Four Positions)	To Be Studied
Recommended:	Self-Help Yard Attendant (Four Positions)	PR 8F

The Department of Employee Relations received a letter from Ghassan Korban, Commissioner of Public Works, requesting a reclassification of four positions of Sanitation Worker. The Department plans to have these four positions assigned to the two Sanitation Self-Help Yards located at 6660 North Industrial Road and at 3879 West Lincoln Avenue. The Department wishes to have these four positions reclassified as some of the work and competencies are different from those of Sanitation Workers. For example, these positions require strong customer service skills as they interact with the public on a daily basis and sometimes have to turn away citizens who try to bring in prohibited items. These positions also have to work in an environment that can become quite hectic and citizens may be frustrated or impatient since, at times, they may have to wait a long time before being checked into the Self-Help Yard. A new job description was provided and discussions were held with Wanda Booker, Sanitation Services Manager, and Chuck Schumacher, Operations and Dispatch Manager.

The basic function of these four positions is to greet and screen customers at the entrance gate; identify and inspect waste materials being brought in to ensure that the materials are acceptable and are separated correctly into the proper disposal area; maintain the cleanliness of the yards; and direct traffic at the sites. The specific duties and responsibilities are as follows:

- 25% Greet citizens at Self-Help gate and inspect material that citizens bring for proper disposal; turn away citizens who have improper identification or unacceptable material to dispose of; determine if and how much the citizen must pay to dispose the material (based on the type of material); and instruct citizens as to where they can dispose of the material within the Self-Help Yard.

- 35% Inspect all areas of the Self-Help Yard to determine if waste materials are located in the proper dumpster or disposal area; remove any improper items from dumpsters; and move items to proper area as needed.
- 15% Direct heavy traffic, answer questions, and give instructions and directions to citizens.
- 15% Organize workflow and materials; and clean and sweep the Self-Help Yard.
- 10% Perform other duties as assigned.

Requirements include a basic knowledge of the principles of recycling, excellent communication skills, an ability to work in a noisy and stressful work environment, identify objects and different kinds of materials, work outdoors in all kinds of weather, and to lift and carry up to 50 pounds.

The duties and responsibilities of these four positions are somewhat unique since they require both the strong communication skills for interacting with citizens on a daily basis, and strong physical abilities to lift 50 pounds and clean and move items in the Self-Help yard. This includes moving large heavy objects in and out of dumpsters.

Comparisons were made to other positions including:

- Tow Lot Attendant in Pay Range 8D (\$33,027 - \$39,458, recruitment at \$35,939)
- Sanitation Inspector in Pay Range 3B (\$32,290 - \$39,875, recruitment at \$35,363)
- Sanitation Worker in Pay Range 8E (\$36,170 - \$40,545, recruitment at \$36,944)
- Tow Lot Crew Leader in Pay Range 8F (\$37,409 - \$42,272)
- Sewer Field Investigator in Pay Range 8H (\$39,642 - \$44,880, recruitment at \$40,110)

Sanitation Workers have strong physical requirements, but not communication skills requirements, as the basic function is to load and collect municipal solid waste, recyclables, furniture, brush, and appliances; and to assist with the winter emergency operations.

Sanitation Inspectors have strong communication skills requirements, but not physical requirements, as the basic function is to provide code enforcement coordination as it relates to solid waste and recycling ordinances including garbage containment, cart placement, bulk item pickups and sidewalk conditions. This includes attending public hearings regarding neighborhood and aldermanic issues as well as citizen appeals at the Administrative Review and Appeals Board.

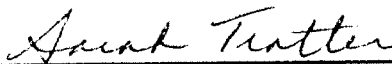
The Sewer Field Investigators are at a higher level as they have strong physical, communication and knowledge requirements. These positions investigate sewer and drainage problems, such as backwater, clogged sewers, street ponding, missing manhole covers, and cave-ins, in response to complaints from the public. Requirements include two years of related experience, including one year as a Sewer Crew Leader, knowledge of sewer construction, cleaning, and repair methods; an ability to draft well-written technical reports; and to transfer fifty pounds.

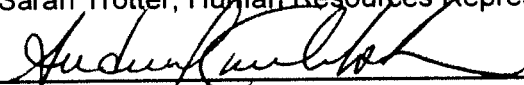
The Tow Lot Crew Leader classification requires both strong communication skills and physical abilities. The position serves as a gate attendant to the Tow Lot and provides direction and oversight to other Tow Lot Attendants. The positions under study will be working at the gate for the Self-Help Yard and will provide some direction and oversight to other employees who may

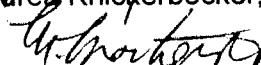
be assigned on a temporary or intermittent basis. This level will also provide some recognition for the strong customer service skills needed for the position.

To provide more clarification, we recommend the title of "Self Help Yard Attendant" instead of "Self-Help Attendant".

We therefore recommend that four positions of "Sanitation Worker" in Pay Range 8E be reclassified to "Self-Help Yard Attendant" in Pay Range 8F.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: February 7, 2012

This report recommends appropriate classifications and compensation levels for various positions created or changed in conjunction with the implementation of the 2012 City of Milwaukee budget. This report contains recommendations for positions in the Unified Call Center.

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.

UNIFIED CALL CENTER

Current	Request	Recommendation
Communications Assistant IV PR 6J (\$33,994 - \$43,453) Recruitment is at \$38,640 (One Position)	Customer Service Representative IV PR 6J (\$33,994 - \$43,453) Recruitment is at \$38,640	UCC Customer Service Representative IV PR 6J (\$33,994 - \$43,453) Recruitment is at \$38,640
Communications Assistant III PR 6H (\$36,170 - \$40,836) Recruitment is at \$36,902 (Ten Positions plus Six Auxiliary Positions)	Customer Service Representative III PR 6H (\$36,170 - \$40,836) Recruitment is at \$36,902	UCC Customer Service Representative III PR 6H (\$36,170 - \$40,836) Recruitment is at \$36,902
New Title	Underfill Title	UCC Customer Service Representative II PR 6G (\$33,143 - \$38,963) Recruitment is at \$35,363
New Title	Underfill Title	UCC Customer Service Representative I PR 6F (\$29,781 - \$37,464) Recruitment is at \$31,289

ACTION REQUIRED – Effective Pay Period 1, 2012 (December 25, 2011)

In the Salary Ordinance, under Pay Range 6J, add the title “UCC Customer Service Representative IV (1) (3)”; under Pay Range 6H, add the title “UCC Customer Service Representative III (6)”; under Pay Range 6G, add the title “UCC Customer Service Representative II (3)”, and under Pay Range 6F, add the title “UCC Customer Service Representative I (1) (10)”.

In the Positions Ordinance, Unified Call Center, delete one position of “Communications Assistant IV” and add one position of “UCC Customer Service Representative IV”; delete ten positions of “Communications Assistant III” and add ten positions of “UCC Customer Service Representative III”; and delete six auxiliary positions of “Communications Assistant III” and add six auxiliary positions of “UCC Customer Service Representative III”.

Unified Call Center

Current:	Communications Assistant IV	PR 6J
Request:	Customer Service Representative IV	PR 6J
Recommended:	UCC Customer Service Representative IV	PR 6J

Current:	Communications Assistant III	PR 6H
	(10 Positions plus 6 Auxiliary Positions)	
Request:	Customer Service Representative III	PR 6H
Recommended:	UCC Customer Service Representative III	PR 6H

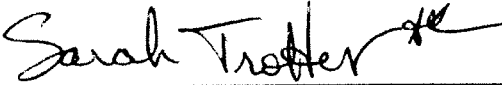
Request:	Underfill Title	PR 6G
Recommended:	UCC Customer Service Representative II	PR 6G

Request:	Underfill Title	PR 6F
Recommended:	UCC Customer Service Representative I	PR 6F

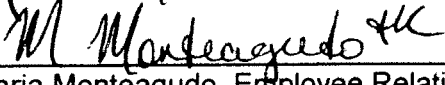
The Unified Call Center currently has one position of Communications Assistant IV, ten positions of Communications Assistant III, and six auxiliary positions of Communications Assistant III. The IV level functions as a lead position. All of the positions have a responsibility to provide exceptional and accurate customer service for the Unified Call Center through a variety of communication channels. They handle a variety of contacts in a fast paced environment and work to ensure all interactions are resolved amicably.

As part of the 2012 Budget the Unified Call Center wishes to change the titles of these positions to better reflect the focus and nature of the work. The City currently has the requested titles of Customer Service Representative I, II and III. These positions also have significant amounts of customer contact which may be in writing, electronic, in-person, or by phone. These positions maintain moderately complex records, including bills and related financial records, and sometimes handle cash and other types of payments.

The positions under study have some similarities to the current Customer Service Representative classifications but they also have some differences. For example, they do not maintain complex records or handle payments and they handle customer service for a broader range of areas across City Departments. To distinguish the positions under study from the other Customer Service Representative positions in the City we recommend that these positions have a title change to UCC (Unified Call Center) Customer Service Representative III in Pay Range 6H and UCC Customer Service Representative IV in Pay Range 6J. We further recommend that the UCC Customer Service Representative job series also have the underfill job titles of UCC Customer Service Representative I in Pay Range 6F and UCC Customer Service Representative II in Pay Range 6G..

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Montenegro, Employee Relations Director