



Department of Employee Relations

**Tom Barrett**  
Mayor

**Maria Monteagudo**  
Director

**Michael Brady**  
Employee Benefits Director

**Deborah Ford**  
Labor Negotiator

July 14, 2014

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

Dear Committee Members:                      Re: Common Council File Number **140442**

The following classification and pay recommendations will be submitted to the City Service Commission on **July 15, 2014**. We recommend these changes subject to approval by the City Service Commission.

In the City Attorney's Office, one position of Legal Office Assistant II, PR 6IN is recommended for reclassification to IT Support Specialist-Senior.

In the Department of City Development, one new position is recommended for classification as Commercial Corridor Manager, PR 1EX.

In the Health Department, one vacant position of Public Health Educator II, PR 2CN is recommended for reclassification to Communicable and Infectious Disease Program Coordinator, 1DX.

The job evaluation reports 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, Dennis Yaccarino, Deborah Ford, Nicole Fleck, Grant Langley, Richard Withers, Richard Watt, Robert Jorin, Richard Marcoux, Martha Brown, Judith Allen, Bevan Baker, Joe'Mar Hooper, Yvette Rowe, Irmine Reitl and Barbara Henry



## JOB EVALUATION REPORT

City Service Commission Meeting Date: July 15, 2014

### City Attorney

Current	Request	Recommendation
Legal Office Assistant II PR 6IN (\$38,629 - \$43,335)	IT Support Specialist-Senior PR 2GN (\$56,767 - \$72,063)	IT Support Specialist-Senior PR 2GN (\$56,767 - \$72,063)
The Information Technology duties and responsibilities of this position are now consistent with those of an IT Support Specialist-Senior in DOA-ITMD.		

### Action Required

In the Positions Ordinance, under City Attorney, add one position of "IT Support Specialist-Senior" and under Administrative Division, delete one position of "Legal Office Assistant IV".

### Background

Employee Relations has received a request from City Attorney Grant Langley to reclassify a current position of Legal Office Assistant II to IT Support Specialist-Senior. The department has provided a new job description for this position and discussions were held with Richard Withers, Special Assistant to the City Attorney and Richard Watt, Policy and Administration Manager in the Department of Administration-Information and Technology Management Division.

### Duties, Responsibilities, and Requirements

This position will serve as the department's technical expert on information systems, procedures, hardware, and software for microcomputer based applications. The position will assume responsibility for day-to-day operations of support staff in the absence of the Special Assistant to the City Attorney and will provide technical and other support as needed. Specific duties, responsibilities, and requirements include:

#### 25% Systems Administration

- Manage the daily operations and maintenance of the City Attorney's department-specific applications and data systems.
- Manage documentation on computer based administration procedures and maintains inventory for hardware and software
- Monitor the department compliance with software application licensing agreements; researches and recommends hardware and software acquisitions.
- Assists department management with long-range information systems planning providing technical expertise, alternative approaches, and cost information
- Installs software upgrades and patches.
- Configure, install and provide ongoing support for hardware and software applications.
- Maintains content of the department web pages
- Modifies applications as required to meet department's needs.

20% Information Systems Design

- Plan, develop, install, configure, test, troubleshoot, and support new software system installations for legacy and proprietary client-server systems and applications.

25% User Support and Training

- Provide application, hardware and software support to department users.
- Develop and document procedures for technology-related tasks performed by staff.
- Assist the Ordinance Enforcement Division staff in use of specialized software and resources.

30% Support to Special Assistant to the City Attorney

- Assume responsibility for supervision of support staff in the absence of the Special Assistant
- Approve payroll, purchases and transaction on HRMS/FMIS
- Serve as liaison to external agencies, vendors, City departments and committees.
- Calculate and verify quarterly IRI labor billings
- Calculate and verify annual IRI and entity insurance billings
- Coordinate management of files and records: in-department, records section and retention schedules
- Provide support to remodeling and management of files and equipment
- Provide information and support to Library Committee
- Manage various ongoing contracts

Minimum requirements include a Bachelor's degree in information systems management or closely related field with two years of experience in a second level desktop/user support environment.

**Changes to the Position**

The department has requested to repurpose a current Legal Office Assistant II position to that of an IT Support Specialist-Senior that will also provide business operations support to the Special Assistant to the City Attorney. The new duties and responsibilities of this position will provide in-house information technology support for the City Attorney's office, provide cost savings and eliminate dependence on an outside vendor with knowledge of the office's customized systems.

City Attorney's office staff members are currently located in two sites within the Zeidler Municipal Building and at the Police Administration Building (Ordinance Enforcement). Seventy staff members (including contracted support) rely upon unique and custom computing applications in addition to the standard software applications used throughout the City. Software unique to this office include applications for law office and litigations management as well as those that handle complex litigation matters that are able to index and access content in many thousands of documents. These programs include ProLaw, eDocs, Casemap and Timemap. These applications also require the ability to sync with Outlook email and calendars and allow for search capability across numerous platforms.

The current contracted IT support for these systems has required expenditures of nearly \$90K per year. Support is generally available one day per week and has been provided by a single individual, primarily for staff in the Zeidler Building. This new position will provide IT support for all department locations including the Ordinance Enforcement Division which has not received

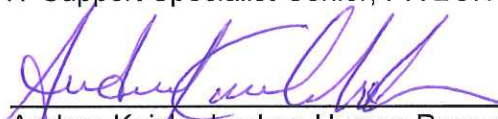
consistent assistance due to the time limitations of the current contracted support. The position will also assist the Special Assistant in performing office management functions.

### **Analysis and Recommendation**


The Information Technology duties, responsibilities, and requirements of this new position are consistent with the current position of an IT Support Specialist Senior in DOA-ITMD. IT Support Specialists-Senior in ITMD provide support to City department's business functions by maintaining, upgrading, and supporting mainframes, servers, desktop computers and software applications. A position at this level provides IT support more independently or serves as the leader of small projects.

We therefore recommend this Legal Office Assistant II, PR 6IN (\$38,629 - \$43,335) be reclassified to IT Support Specialist-Senior, PR 2GN (\$56,767 - \$72,063).

Prepared by:

  
Andrea Knickerbocker, Human Resources Manager

Reviewed by:

  
Maria Monteagudo, Employee Relations Director

## JOB EVALUATION REPORT

City Service Commission Meeting Date: July 15, 2014

### City Development

Current	Request	Recommendation
New Position	Commercial Corridor Manager Study of New Position	Commercial Corridor Manager PR 1EX (\$58,462 - \$81,844)
Given the scope and level of responsibility of the position in relation to DCD's overall strategy to address the City's need to strengthen neighborhood commercial corridors, we recommend that this new position be classified as Commercial Corridor Manager in Pay Range 1EX.		

### Action Required

In the Salary Ordinance, under Pay Range 1EX, add the title "Commercial Corridor Manager."

In the Positions Ordinance, under Department of City Development, General Management and Policy Development Decision Unit, Office of the Commissioner, add one position of "Commercial Corridor Manager (X)(Y)."

### Background

The Department of City Development (DCD) has requested a review and classification of a new position being transferred from the Redevelopment Authority of the City of Milwaukee (RACM) to the Commissioner's Office within DCD. This new position will assist DCD in their efforts to strengthen Milwaukee's commercial revitalization programs.

For many years, the City's Department of City Development has operated commercial revitalization programs that support commerce, catalyze small business development and expansion and improve the environment of neighborhood commercial corridors. The department's commercial revitalization program has four elements:

- Creating and managing grant programs that assist individual businesses.
- Providing support to Business Improvement Districts.
- Initiating streetscape improvements in commercial districts.
- Pursuing catalytic development opportunities in selected commercial districts.

DCD currently has two positions responsible for commercial revitalization activities. A contract employee and staff members from DCD's planning, real estate, and finance and administration divisions and the office of the City Engineer play supporting roles in these efforts. Recommendations to strengthen Milwaukee's commercial revitalization programs are being made focusing on three goals:

- Improving management, outreach and customer service for the City's core business assistance programs.

- Providing assistance to improve the capacity of Business Improvement Districts to deliver services to the commercial corridors they serve.
- Ensuring that limited public and private commercial revitalization resources generate maximum impact.

In order to ensure that these goals are met, DCD is recommending increasing the size of DCD's commercial revitalization staff by transferring a vacant Redevelopment Authority position to a new position of Commercial Corridor Manager with responsibility for the operation of commercial revitalization activity. The department is also recommending reassigning an existing Economic Development Specialist to the commercial revitalization team to bring the number of Economic Development Specialists on the team to two and seeking one additional position in the 2015 City budget.

### **Duties and Responsibilities**

DCD has requested that this position be titled Commercial Corridor Manager. According to the job description, the position's main functions will be to manage the development and implementation of Milwaukee's neighborhood commercial revitalization strategies and to provide oversight and direction to the staff responsible for implementing neighborhood commercial revitalization programs. The specific duties and responsibilities of the position include:

- 30% Manage City government's commercial revitalization programs, including façade grants, signage grants, retail investment fund, white box grants, and streetscaping program. Establish annual performance goals for these programs. Ensure high-quality customer service for programs. Regularly seek stakeholder feedback on programs; recommend and implement improvements to these programs in response to such feedback. Maintain accurate records of program activity. Devise marketing strategies for programs. Research and establish new programmatic approaches that support Milwaukee's commercial businesses and respond to local conditions. Represent City government's commercial revitalization programs to policymakers, funders and stakeholders.
- 5% Develop budget requests for commercial revitalization programs from public and private sources.
- 10% Nurture partnerships with other entities that support commercial revitalization initiatives, such as Business Improvement Districts, LISC-Milwaukee, minority chambers of commerce, the University of Wisconsin-Milwaukee School of Architecture and Urban Planning. Develop and oversee contracts with partners for commercial revitalization services that supplement and complement the work of staff. Participate in public meetings.
- 20% Manage commercial revitalization staff including two Economic Development Specialists and one Program Assistant. Make work assignments; evaluate performance on an ongoing basis; conduct annual performance reviews; hold regular staff meetings.
- 20% Manage City government's relationship with Business Improvement Districts. Develop and implement a program of ongoing contact with BIDs. Develop and implement a regular training program for BID staff to assist them to access City services and programs. Ensure timely and accurate delivery of property valuation information to BIDs. Ensure that BIDs conform to City

requirements with respect to board membership, meetings, completion of annual audits, submittal of annual operating plans, and other standards established by the City of Milwaukee. Provide assistance in developing new BIDs, including assistance with boundary identification, public information meetings and all Common Council processes related to the establishment of BIDs. Work with Mayor's Office to identify appropriate nominees for BID Board vacancies.

- 15% Identify strategic development and infrastructure improvement opportunities within selected commercial districts. In collaboration with DCD colleagues, BIDs, other stakeholder representatives and the local alderperson, develop and implement work plans to pursue such opportunities.

The requirements for the position include a Bachelor's degree in urban planning, business administration, public administration or similar field and at least five years experience in a position with responsibility for program development, administration and evaluation. At least three years experience in management of professional staff. In addition the minimum knowledge, skills, and abilities required include demonstrated knowledge of commercial revitalization strategies that succeed in urban neighborhoods, strong oral and written communications skills, the ability to make public presentations, negotiating skills, and the ability to effectively deal with diverse customers including elected officials.

Highly desirable qualifications include knowledge of Milwaukee's Business Improvement Districts and Wisconsin BID law, experience with commercial real estate transactions, and experience with management of a Main Street or Business Improvement District.

## Analysis

In determining the proper classification and pay range allocation for this position, the Department of Employee Relations reviewed other comparable positions within DCD. A summary of comparable positions within DCD is presented below:

### *Housing Rehabilitation Manager, Pay Range 1DX (\$54,865 - \$76,806)*

Plans, develops, coordinates, implements, and manages single and multi-family housing loan and grant programs for DCD through the Neighborhood Improvement Development Corporation (NIDC). Duties include coordinating and managing the workload assuring timely and accurate completions and processing; ensuring compliance with program goals, project objectives, and contractual provisions by directing on-site construction inspections and records management; and maintaining records and preparing report. The position supervises thirteen positions including six positions of Housing Rehabilitation Specialist, Housing Services Specialist, three positions of Housing Program Specialist, Program Assistant I, Accounting Assistant II, and Office Assistant IV.

### *In Rem Property Disposition Manager, Pay Range 1EX (\$58,462 - \$81,844)*

Directs activities and staff in the maintenance, marketing, preservation and disposition of City-owned, tax-foreclosed (in rem) residential real estate with one to four units. Specific duties include supervising a staff of five; developing and implementing strategies to ensure adequate management of City-owned improved property, including property inspection, leasing, tenant relations, and property maintenance; devising and implementing disposition strategies for in rem residential properties of one to four units; managing efforts to market and sell in rem

residential properties to owner-occupants and responsible investors; maintaining records and data regarding the management, maintenance, and sale of properties; pursuing ordinance and/or policy changes that accelerate the sales process, increase the pool of prospective buyers, reduce the costs of ownership and management of in rem property; coordinating marketing efforts with resources that assist buyers to renovate their property; coordinating efforts with the Department of Neighborhood Services to ensure the timely demolition of City-owned residential properties of one to four units; providing ongoing updates to policymakers regarding the status of tax-foreclosed property maintenance, management and disposition; and overseeing the expenditure of the Housing Infrastructure Preservation Fund.

*Neighborhood Improvement Project Manager, Pay Range 1EX (\$58,462 - \$81,844)*

Serves as Program Manager for the Department of Neighborhood Services Neighborhood Improvement Project, and the HOME Rental Compliance Monitoring Program. This program assists eligible homeowners to make repairs to their homes by estimating the costs, ensuring code compliance and authorizing expenditures. Duties include supervising staff; submitting progress reports; and developing and implementing systems to provide ongoing oversight and to ensure compliance with federal regulations. This position supervises eight positions including six positions of Neighborhood Improvement Project Inspector, one position of Administrative Specialist – Senior, and one position of Office Assistant III.

*Commercial and Residential Rehabilitation Manager, Pay Range 1FX (\$62,338 - \$87,270)*

Oversees, directs, and coordinates the staff and programs for the department's housing and neighborhood redevelopment activities. Duties include supervision of staff; developing, cultivating and maintaining partnerships with local community organizations, lenders, residents and other stakeholders; ensuring compliance with program guidelines and reporting requirements; and recommending policies and programs that benefit Milwaukee neighborhoods. This position has supervisory and oversight responsibility for fifteen positions in the Housing Development Section of the Department. These positions include the Housing Rehabilitation Manager, Community Outreach Liaison, Housing Services Specialist, six positions of Housing Rehabilitation Specialist, and three positions of Housing Program Specialist, Program Assistant I, Accounting Assistant II and Office Assistant IV.

The new Commercial Corridor Manager position will be responsible for developing and implementing programs and activities to implement the strategies identified as part of DCD's new initiative to revitalize the City's commercial corridors. General supervision and oversight will be provided by DCD's Deputy Commissioner. The incumbent will work without day-to-day oversight but will be required to provide regular progress reports and seek assistance in problem-solving as needed. The incumbent will be required to attend various intra-departmental meetings to keep colleagues abreast of commercial revitalization activities and will be expected to work closely and collaboratively with DCD's planning, finance & administration and real estate divisions and the office of the City Engineer to implement commercial revitalization programs and strategies.

The position will be required to exercise independent judgment in planning and implementing key strategies working both with internal DCD peers and external community stakeholders that will require extensive collaboration, cooperation, and teamwork. Examples of some of the strategies and the strong relationships responsibilities include establishing ongoing channels of communication with DCD staff engaged in disposition of City-owned, tax-foreclosed commercial property and BID managers to ensure that disposition plans for such properties take into consideration the larger needs of commercial

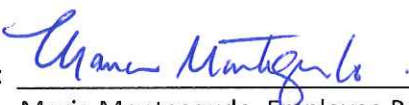


districts; developing partnerships with outside agencies to support the City's commercial revitalization activity, including organizations that serve Hispanic, Hmong and African-American businesses to improve outreach to these target audiences, and engaging the University of Wisconsin-Milwaukee School of Architecture and Urban Planning and its Community Design Services arm to create the design handbook for conversion of surplus commercial space.

Given the scope and level of responsibility of the position in relation to DCD's overall strategy to address the City's need to strengthen neighborhood commercial corridors, this position appears to be more comparable to the In Rem Property Disposition Manager and the Neighborhood Improvement Project Manager both in Pay Range 1EX. The Commercial and Residential Rehabilitation Manager in Pay Range 1FX seems to have stronger administrative and fiscal responsibilities as it is required to seek and develop outside sources of funding to leverage resources for City housing initiatives as well as assisting in the preparation of the annual budget for the Department's housing and neighborhood redevelopment activities.

### **Recommendation**

Based on the above analysis, we therefore recommend that this new position be classified as Commercial Corridor Manager in Pay Range 1EX (\$58,462 - \$81,844).

Prepared by:   
Maria Monteagudo, Employee Relations Director

## JOB EVALUATION REPORT

City Service Commission Meeting: July 15, 2014

### HEALTH DEPARTMENT

Current	Request	Recommendation
Public Health Educator II PR 2CN (\$45,473 - \$55,825) (Vacant position)	Health Project Coordinator- STD/HIV/TB Communicable and Infectious Disease Program PR 1DX (\$54,865 - \$76,806)	Communicable and Infectious Disease Program Coordinator PR 1DX (\$54,865 – \$76,806)
The recommended classification more accurately reflects the duties and responsibilities of the job and conforms to the titling conventions used by the Department of Employee Relations.		

### Action Required

In the Salary Ordinance, under Pay Range 1DX, add the title of "Communicable and Infectious Disease Program Coordinator."

In the Positions Ordinance, under Health Department, Disease Control and Environmental Health Services Division, Sexually Transmitted Disease Clinic, delete one position of "Public Health Educator II(X)" and add one position of "Communicable and Infectious Disease Program Coordinator(X)."

### Background

The Health Department requested that a position of Public Health Educator II be reclassified to more accurately reflect the job's duties and responsibilities. In studying this request, a revised job description was reviewed and discussions were held with Irmine Reitzl, Manager of the Communicable and Infectious Disease Program. This program includes the Tuberculosis Control Clinic and Sexually Transmitted Disease (STD) and HIV Program.

As stated in the revised job description, the focus of this position is to train and supervise staff consisting of some 15 direct reports, assuring that all new and current staff members are properly trained, coaching staff in performing their duties, developing work schedules to meet the needs of field and clinic operations, and overseeing time and attendance functions. Other responsibilities include policy review and development, and outreach and education.

The requirements of the job, as stated in the description prepared by the Health Department include a bachelor's degree in nursing, health education, public health epidemiology or other related field, with a master's degree with a major in nursing or related area preferred and three years of experience in in public health. It should be noted that these requirements have not been assessed for purposes of hiring.

## Recommendation

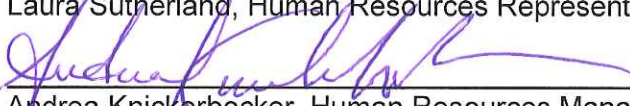
We therefore recommend that one position of Public Health Educator II, PR 2CN be reclassified to Communicable and Infectious Disease Program Coordinator, PR 1DX to more accurately reflect the duties and responsibilities of the job.

Prepared by:



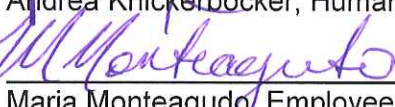
Laura Sutherland, Human Resources Representative

Reviewed by:



Andrea Knickerbocker, Human Resources Manager

Reviewed by:



Maria Monteagudo, Employee Relations Director