



Department of Employee Relations

**John O. Norquist**  
Mayor

**Florence Dukes**  
Director

**David Heard**  
Fire and Police Commission  
Executive Director

**Frank Forbes**  
Labor Negotiator

**Michael Brady**  
Employee Benefits Director

July 23, 2003

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

Dear Committee Members:                      Re: Common Council File Number 030325

The following classification and pay levels were approved by the City Service Commission on July 22, 2003:

In the Health Department, one new grant-funded position was classified as Health Project Coordinator (Meta House), Salary Grade 004.

In the DPW-Water Works, one vacant position of Office Assistant II, Pay Range 410, was reclassified to Office Assistant III, Pay Range 425.

The Job evaluation reports covering the above positions, including the necessary Salary Ordinance amendments, are attached.

Sincerely,

Florence H. Dukes  
Employee Relations Director

FHD:pb

Attachments:    2 Job Evaluation Reports  
                      Fiscal Note

c:    Frank Forbes, Joseph Czarnecki, Jennifer Gonda, Marianne Walsh, Dr. Seth Foldy, Bevan Baker, Maria Monteagudo, Gerald Schroeder, Carrie Lewis, Dale Mejaki, Dinah Gant, Mark Scheller, Richard Abelson, John English, John Garland and Robert Klaus

## JOB EVALUATION REPORT

City Service Commission Meeting Date: July 22, 2003Incumbent: New PositionDepartment: Health

Present	Request
Title: n/a	Title: Health Project Coordinator (Meta House)
Pay Range: n/a	Pay Range: 004 (\$38,634-\$54,086)
Step: n/a	Source: Department
<b>Recommendation:</b> Title: Health Project Coordinator (Meta House) Salary: 004 (\$38,634-\$54,086) <i>New Rate: not applicable</i>	
<b>Rationale:</b> This position is being created to coordinate and facilitate mental health and substance abuse services for African American women in targeted areas of the City. This position is funded by a three-year federal grant from the Department of Health and Human Services, Substance Abuse and Mental Health Administration. The recommended title and level of duties and qualifications of this position are comparable to other Health Project Coordinator positions in the Health Department. Because this is a grant funded position, there is no fiscal impact to the City.	
<b>History of Position:</b> This is a new position.	

**Action Required:**

In the Salary Ordinance, under Salary Grade 004, add the title "Health Project Coordinator (Meta House)."

**Background:**

On July 9, 2003, the Department of Employee Relations received a request from the Health Department to classify this new position. This position is being created as a result of a three-year federal grant from the Department of Health and Human Services, Substance Abuse and Mental Health Administration. Discussions were held with Gerald Schroeder, Healthcare Access and Services Manager, the immediate supervisor of this position.

**Duties, Responsibilities and Requirements:**

The basic function of this position is to coordinate and facilitate mental health and substance abuse services for African American women in targeted areas of the City. This position will coordinate education, prevention, and intervention programs and activities in the areas of economic self-sufficiency, drug free family environment, good mental health, tobacco and drug use reduction, and sound/legal personal decisions. This position will also be responsible for contract compliance and grant monitoring activities with Meta House including site visits, outcomes measurement and monitoring, and fiscal oversight.

Approximately half of this position's time will be spent on education, prevention and intervention activities, thirty percent on contract compliance and monitoring, and the remaining twenty percent on liaison activities as the Milwaukee Health department's representative on various committees and at meetings or public sessions relating to this program area.

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According to the job description submitted by the department, the qualifications for this position include a Bachelor's degree in Social Work, Health Education or closely related field and two years of experience in social services, human services or health services (including mental health and substance abuse programs), knowledge and experience with management outcomes monitoring and reporting activities, strong project management skills and the ability to make public presentations, facilitate work groups, and represent the Health Department on various committees and at meetings or public sessions.

**Analysis:**

This position will work directly with Meta House, a non-profit social service agency named after Mrs. Meta Orth who in 1963 offered her west side home as a site to help a small group of women recover from alcoholism. Meta House offers women-focused programs in the following areas: alcohol and drug abuse treatment and education, case management, child care, family reunification services, health classes, individual, group and family counseling, job readiness preparation and employment assistance, life skills and nutrition classes, literacy and G.E.D. classes, mental health interventions, parenting and child development classes, pre-natal and post-natal care coordination, relapse prevention and trauma resolution.

The Health Department is requesting that this position be classified as a Health Project Coordinator in Salary Grade 004. In evaluating this request, this position was compared to several other Health Project Coordinator positions which currently exist in the Health Department, including those associated with the following programs: Asthma, READII (Racial and Ethnic Disparities in Immunization Initiative Program), FIMR (Fetal and Infant Mortality Review Program), CCR (Coordinated Community Response), and the Lead Program.

This analysis found that the nature of work to be performed by this position is comparable to the other Health Project Coordinator positions. In general, these types of positions act as liaison between the Health Department and specific agencies to collaboratively develop, implement and evaluate strategies to change health-related behaviors of specific groups of citizens. In addition, they typically engage in community outreach, make referrals, coordinate services, provide technical support, develop and present educational programs, represent the Health Department on various committees, evaluate programs, monitor compliance with grant requirements, write periodic progress reports and perform other related duties. This position will be involved in most, if not all, of these activities. The qualifications listed for this position are also consistent with the requirements for the other Health Project Coordinator positions.

**Summary and Recommendation:**

A comparison of this position's duties and responsibilities with others in the department and an interview with the manager of this position indicate that Health Project Coordinator (Meta House) in Salary Grade 004 is the appropriate classification and salary grade for this position.

The position factors out as follows:

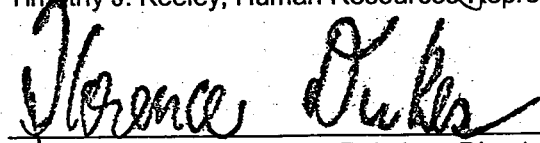
<u>Factor</u>	<u>Level</u>	<u>Points</u>
Impact and Accountability	4	68
Knowledge and Skills	4	57
Relationships Responsibility	5	32
Working Conditions	1	05
Total Points		162

Salary Grade 004 Points: 152-174

Prepared by:

  
Timothy J. Keeley, Human Resources Representative

Reviewed by:

  
Florence Dukes, Employee Relations Director

Department of Employee Relations

**JOB EVALUATION REPORT**

City Service Commission Meeting Date: July 22, 2003

Incumbent: Vacant Position

Department: Department of Public Works - Water Works

Present	Request
Title: Office Assistant II	Title: Office Assistant III
Salary: Pay Range 410 (\$24,928-\$29,332)	Salary: Pay Range 425 (\$28,348-\$31,360)
Step: Not Applicable	Source: Department
<b>Recommendation:</b> Title: Office Assistant III Salary: Pay Range 425 (\$28,348-\$31,360)	
<b>Rationale:</b> This recommendation is based on the new duties and responsibilities that this position will take on such as producing the capital improvement budget and attachments, electronically maintaining work order and account code information for the Capital Improvements Program and entering Official Notices into the Department of Public Work's (DPW) web based program. The level of these new duties and responsibilities are more consistent with the position description for Office Assistant III.	
<b>History of Position:</b> This position was last studied as part of the 1995-96 City-Wide Support Staff Study when the title was changed from Clerk Typist II in Pay Range 410 to Office Assistant II in Pay Range 410.	

**Action Required:**

No change is needed in the 2003 Position and Salary Ordinances.

**Background:**

The Department of Employee Relations received a letter dated March 4, 2003 from Carrie Lewis, Water Works Superintendent, requesting a classification study of a vacant position of Office Assistant II located in the Water Engineering Section of the Milwaukee Water Works. Discussions about this position were held with the position's supervisor, Dinah Gant, Civil Engineer V, Mark Scheller, Management Civil Engineer-Senior and Dale Mejaki, Administration and Projects Manager.

**Duties and Responsibilities:**

The basic function of this position is to provide office assistance to the Water Engineering Section. The duties and responsibilities are as follows:

- 50% Produce final general correspondence, reports, legal easements, licenses, agreement documents, specifications, contract documents, requests for proposals, resolutions, and capital improvement budget and attachments using current available advanced software packages and current Department of Public Works standards.
- 10% Receive phone requests for pressure and flow test information.

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- 10% Electronically maintain work order and account code information for the Capital Improvements Program.
- 5% Coordinate inventory requests and procurement.
- 5% Enter Official Notices into DPW's web-based program.
- 5% Maintain Water Engineering Section files, including mains records.
- 5% Create and/or assist in the creation of various forms and reports utilizing available software packages. Update and maintain the same.
- 5% Maintain records of and route appropriately Contractor's bid sheets and pay requests.
- 5% Other duties as assigned.

This position requires four years of clerical experience with at least one year of experience at the Office Assistant II level or above. Job related coursework may be substituted for up to six months of the experience requirement. The position also requires an ability to work well and in a professional manner with the public and a diverse staff of 21 employees. The position also requires an ability to work with little supervision.

#### **Changes in the Position:**

This position has changed since it was last studied in 1995. The previous job description dated June 12, 1995 indicated that the position had duties consistent with the classification of Office Assistant II such as typing correspondence and documents, data entry, posting, filing, and serving as a receptionist. The position previously worked with another Office Assistant II and Drafting Technician IV. These two positions were eliminated upon vacancy a few years ago and the position under study is now the only support staff position for the Water Engineering Section. Some of the new duties for this position include producing the capital improvement budget and attachments and electronically maintaining work order and account code information for the Capital Improvements Program. Other new duties include entering Official Notices in DPW's web based program and receiving phone requests for pressure and test flow information.

#### **Analysis:**

The changes listed above have strengthened this position. The job specifications for the current and requested classifications of Office Assistant II and Office Assistant III are as follows:

#### **Office Assistant II**

Performs varied clerical duties in accordance with standard procedures. Applies knowledge of departmental policies and procedures, and uses a general understanding of other departments' functions. Screens telephone calls, answers questions and provides information. May work with others on a team to complete special projects. Accesses and inputs information via mainframe applications. Uses office equipment and microcomputer software to prepare standard and complex documents from various sources of written or dictated input.

Requirements: Two years of clerical experience with at least six months of experience as an Office Assistant I

#### **Office Assistant III**

Performs diverse and complex duties involving the application of standard procedures to a variety of clerical assignments. Selects and interprets data, and demonstrates a thorough knowledge of departmental and organizational policies and procedures in assigned area of responsibility. Screens telephone calls, answers questions, and provides information. Some telephone and in-person work may

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be difficult due to the nature of questions or customers served. Uses advanced features of software packages on a regular basis to produce complex documents. May work with others on a team to complete special projects. May guide and check the work of other employees.

Requirements: Four years of clerical experience with at least one year of experience at the Office Assistant II level or above. Job-related coursework may be substituted for up to six months of experience requirement.

Some of the new duties such as producing contract items for bid, the capital improvement budget and attachments require the use of advanced features of software packages such as ACCESS, EXCEL and Microsoft Office on a regular basis. The \$14-\$16 million dollar capital budget includes over 150 projects, is complex and must be completed within strict time constraints. This position will also electronically maintain work order and account code information for the Capital Improvements Program. This includes creating records on the FMIS system. Accuracy is especially important since other employees will be charging their time to these work orders. This position will also work with the new web based bid process for DPW. This requires inputting detailed information regarding large projects on the web site that immediately goes live. The consequence of error is significant and changes to the information after it has been put on the web site exacts a cost. Some of the telephone work related to requests for information on pressure and flow test information can be difficult since customers may be upset if their water pressure or flow is not correct.

This position now performs a wider variety of duties and requires more technical skills to perform some of the advanced features of the software programs. This position also requires an ability to work independently and prepare complex documents. This position requires good interpersonal skills to communicate well with the public and a diverse staff of twenty-one employees. With these changes the duties and responsibilities of this position more closely match the position description of Office Assistant III.

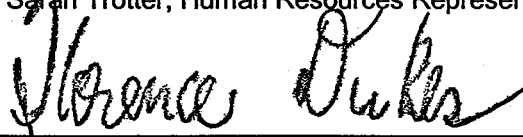
**Recommendation:**

Based on the above analysis, we recommend this position of Office Assistant II in the Water Engineering Section of the Milwaukee Water Works be reclassified to Office Assistant III in Pay Range 425.

Prepared by:

  
Sarah Trotter, Human Resources Representative

Reviewed by:

  
Florence Dukes, Employee Relations Director