



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Troy M. Hamblin
Labor Negotiator

January 28, 2008

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

Dear Committee Members:

Re: Common Council File Number 071273

The following classification and pay recommendations were approved by the City Service Commission on January 22, 2008:

In the Treasurer's Office, one position of Customer Service Representative—Lead, PR 530, two positions of Customer Service Representative II, PR 435 and five positions (two – 0.53 FTE) of Customer Service Representative I, PR 425 was recommended for reclassification to Customer Service Representative II, PR 435; Program Assistant I, PR 460 was recommended for reclassification to Program Assistant II, PR 530.

In the Health Department, one position of Office Assistant IV, PR 445 was recommended for reclassification to Program Assistant I, PR 460.

In the Department of City Development, one new position was classified as an Operations Manager-Development Center, SG 009.

In the Common Council-City Clerk Office, one new position was classified as a Legislative Coordinator-Senior, SG 010.

In the Water Works, six positions of Water Systems Operator in Charge, PR 282 was classified as Water System Operator, PR 288.

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

Sincerely,

Maria Monteagudo
Employee Relations Director

MM:fcw

Attachments: 2 Job Evaluation Reports
Fiscal Note

C: Mark Nicolini, Renee Joos, Jennifer Meyer, Marianne Walsh, Troy Hamblin, Betty Schraith, Wayne Whittow, James Klajbor, Richard Schmidt, Bevan Baker, Victoria Robertson, M. Stephen Gradus, Richard Marcoux, Martha Brown, Judy Allen, Ronald Leonhardt, James Owczarski, Angelyn Ward, Jeffrey Mantes, Laura Daniels, Jerome Burr, Richardo Delgado, Anthony Jackson, Robert Mielcarek, Brian Niemann, Lester Schram, Richard Abelson, John English, Paula Dorsey, Bill Mollenhauer and James Fields (DC 48).

JOB EVALUATION REPORT

City Service Commission Meeting: January 22, 2008

This report recommends appropriate classifications and compensation levels for 12 positions created or changed in conjunction with the implementation of the 2008 City of Milwaukee budget. This report contains recommendations for positions in the City Treasurer's Office, Health Department, City Development and Common Council-City Clerk's Office.

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.

TREASURERS OFFICE

Current	Request	Recommendation
Customer Service Representative-Lead (1 position) PR 530 \$39,094-\$44,257 Customer Service Representative II (2 positions) PR 435 \$33,316-\$36,708 Customer Service Representative I (5 positions – 2 are 0.53 FTE) PR 425 \$31,905-\$35,296 <u>Incumbents:</u> Teresa Wait PR 435 Step 5 \$36,708 Ernestine Pye-Holden PR 435 Step 5 \$36,708 Susan Glapinski PR 425 Step 5 \$35,296 Louise Jones PR 425 Step 5 \$35,296 Jackie Carter PR 425 Step 1 \$31,905 Samantha Meagher PR 425 Step 1 \$31,905 Samantha Jackson (.53 FTE) PR 425 Step 1 \$31,905 Barbara Modrzyk (.53 FTE) PR 425 Step 1 \$31,905	Customer Service Representative II (8 positions – 2 are 0.53 FTE) PR 435 \$33,316-\$36,708	Customer Service Representative II (8 positions – 2 are 0.53 FTE) PR 435 \$33,316-\$36,708 Customer Service Representative I (CSRI) retained as underfill title PR 425 \$31,905-\$35,296 <u>Incumbents:</u> Teresa Wait PR 435 No Change Ernestine Pye-Holden PR 435 No Change Susan Glapinski PR 435 Step 5 \$36,708 Louise Jones PR 435 Step 5 \$36,708 Jackie Carter PR 425 Step 1 \$31,905 Underfill at CSRI Samantha Meagher PR 425 Step 1 \$31,905 Underfill at CSRI Samantha Jackson (.53 FTE) PR 425 Step 1 \$31,905 Underfill at CSRI Barbara Modrzyk (.53 FTE) PR 425 Step 1 \$31,905 Underfill at CSRI
Program Assistant I PR 460 \$37,221-\$41,715 Incumbent: Catherine Bono Step 5 \$41,715	Program Assistant II PR 530 \$39,094-\$44,257	Program Assistant II PR 530 \$39,094-\$44,257 Step 4 \$42,594

HEALTH

Current	Request	Recommendation
Office Assistant IV PR 445 \$34,767-\$38,474 Vacant Position	Program Assistant I PR 460 \$37,221-\$41,715	Program Assistant I PR 460 \$37,221-\$41,715

CITY DEVELOPMENT

Current	Request	Recommendation
New Position	Operations Manager- Development Center SG 09 \$60,809-\$85,129	Operations Manager-Development Center SG 09 \$60,809-\$85,129

COMMON COUNCIL-CITY CLERK

Current	Request	Recommendation
New Position	Legislative Coordinator-Senior SG 10 \$64,805-\$90,728	Legislative Coordinator-Senior SG 10 \$64,805-\$90,728

Action Required

Effective December 30, 2007, Pay Period 1, 2008

In the Salary Ordinance:

Under Salary Grade 09, add the title "Operations Manager-Development Center."

Effective December 30, 2007, Pay Period 1, 2008

In the Position Ordinance:

Under the Health Department, Laboratory Services Division, delete one position of "Office Assistant IV" and add one position of "Program Assistant I."

Under the Department of City Development, Real Estate and Development, delete one position of "Assistant Manager Development Center (Y)" and add one position of "Operations Manager-Development Center."

CITY TREASURER

The City Treasurer has requested a reorganization of support positions in the Administration and Customer Service Divisions of that office.

Current:	Customer Service Representative-Lead	PR 530 (1 position)
	Customer Service Representative II	PR 435 (2 positions)
	Customer Service Representative I	PR 425 (5 positions)
Request:	Customer Service Representative II	PR 435 (8 positions)
Recommendation:	Customer Service Representative II	PR 435 (8 positions)

There is currently position authority for three different levels of customer service support in the City Treasurer's Office including the titles of Customer Service Representative I, II and Lead. With the reductions to the number of support level positions in the department over time, the

differentiation between positions has diminished, and all Customer Services Representatives are now required to perform duties at a common level of responsibility.

These eight positions provide clerical support at the journey level of Customer Service Representative relative to tax collection, contemplated special improvement bonds, delinquent tax collection, bankruptcy administration, customer servicing, and records maintenance. Customer service and clerical support tasks performed by each position do vary by work assignment. Duties, responsibilities, and requirements include:

- Answers telephone inquiries from the public, City departments, and government agencies regarding tax account information.
- Prepares automated tax payment and bond statements, lottery and gaming credit forms, and direct debit ACH tax payment forms.
- Prepares tax searches for attorneys, lending agencies, abstract companies, and realtors.
- Issues duplicate combined property tax bills.
- Sorts, processes, copies, and distributes various deposit slips, reports, and rejected payments as directed.
- Updates and maintains the City's automated tax collection system mailing address file.
- Files delinquent payment envelopes, payment coupons, microfiche, and delinquent tax collection correspondence and reports.
- Time-stamps, opens, sorts, and distributes office mail.
- Provides clerical support for delinquent tax collection as well as for bankruptcy claims and payment processing.
- Maintains real estate tax foreclosure file records and researches title reports.
- Researches and resends delinquent tax bills and collection letters that are returned.
- Researches demolition billing list from another City department for tax account and foreclosure status.
- Prepares coding requests for bankruptcy accounts on the automated tax collection system.
- Researches accounts affected by bankruptcy actions using database information from other City departments.
- Processes bankruptcy payments in accordance with bankruptcy allotted interest rates on an individual case by case basis.
- Checks status of bankruptcy cases using court voice index system or Public Access to Court Electronic Records System (PACER).
- Prepares bankruptcy claims for court filing: prepares documentation of delinquent amounts owed for court exhibits, mails documents to allow court proof of claim receipt and return, sends form letters and copies of claims to debtor's counsel, and maintains index of all cases and files for each.
- Types correspondence and compiles and maintains Standard Operating Procedures (SOP's) for current job duties.
- Performs other duties or special projects as assigned.

The position requires four years of full-time experience in an office setting serving the public in person or on the telephone and providing clerical support, including typing. Two years of this experience must be at the responsibility level of a Customer Service Representative I or above.

The positions in the City Treasurer's Office are now required to be interchangeable, especially during peak workload periods to allow department management to ensure that required work is completed.

The Customer Service Series of positions city-wide include office support positions that function in designated customer service sections. Employees filling these positions spend a minimum of 70% of the time communicating directly with customers, whether by telephone, in-person or through written or electronic means. Positions at the Customer Service Representative II level are the full performance level and employees are expected to independently answer customers' questions about departmental operations, investigate problems, follow-up with customers and most importantly, resolve customers' problems. This is contrasted with positions at the Leadworker level in Pay Range 530, that would be responsible for training and orienting new employees, assigning duties, checking completed work and monitoring workflow.

The job description provided by the City Treasurers' Office for these combined positions is consistent with the standard for Customer Service Representative II in Pay Range 435. The department will continue to use the position title of Customer Service Representative I in Pay Range 425 as an underfill title for new employees who do not yet meet the requirements for the II level in Pay Range 435.

Based upon this analysis, our recommendation is to classify the position authority for these positions as Customer Service Representative II in Pay Range 435.

Current:	Program Assistant I	PR 460
Request:	Program Assistant II	PR 530
Recommendation:	Program Assistant II	PR 530

This position performs various administrative service support functions relating to procurement and contract administration, budget administration, general office administration, financial services, the Automated Tax Collection System, the Special Improvement Bond System, and backup duties for the other Program Assistant II in the Administration Division. Specific duties, responsibilities, and requirements include:

30% Procurement and Contract Administration

- Analyze procurement and service contract data and prepare related reports
- Draft specifications for general services and commodities required by the department
- Solicit bids or Request for Proposals for general services and commodities
- Analyze bids/proposals and prepares recommendations
- Assists in drafting bids requests and Request for Proposals for major service contracts
- Place purchase orders for general office supplies, services, and equipment
- Prepare all requisite purchasing documents and related FMIS entries
- Audit vendor invoices prior to payment, researches discrepancies and follows through
- Prepare vendor payments, IRI's, and related FMIS entries
- Audit and maintain postage statements for the department's tax bill imprinting and mailing services contractor and determine monthly postage advance required for tax bill mailings. Prepare monthly inventory report of form and envelope usage by the department's tax bill imprinting and mailing services contractor and make recommendations regarding the quantity of forms required for future mailings by the vendor
- Enter monthly and quarterly property tax settlement vouchers in FMIS
- Maintain the department's supply room
- Reconcile the department's FMIS general ledger accounts receivable account and prepares related report for Comptroller's Office on a monthly basis

25% Budget Administration

- Prepare budget experience reports

- Monitor and reconcile department accounts and bring disparities to the attention of the Special Assistant to the City Treasurer. Research disparities, follow-through and initiate corrective action.
- Research and prepare drafts of BMD-1 Requests to Fill Positions
- Analyze and prepare reports on budget expenditure data
- Assist in preparing department's annual operating and special funds budget.

15% General Office Administration

- Maintain department budget administration, accounting, correspondence, operations, procurement, and service contract files and records
- Draft correspondence as needed
- Maintain department's office equipment inventory
- Service fax machines and copies as the principal key operator

5% Financial Services

- Control the inventory and monitor use of the check stock used for accounts payable and payroll accounts
- Monitor the daily printing of accounts payable checks
- Print and mail accounts receivable invoices daily
- Print duplicate accounts receivable invoices as required
- Make deposits through the Cashiers System for deferred compensation plan checks received.

5% Automated Tax Collection System and Special Improvement Bond System

- Audit and reconcile all payments posted to the Automated Tax Collection System (ATCS) and Special Improvement Bond System to the actual cash collections, researching, analyzing and correcting all discrepancies found daily on rotating schedule.
- Manually post payment to the ATCS when required due to upload failures

15% Back-up Duties for Program Assistant II in Administration Division

- Review the collection agent's daily cost ledger and enter costs to the respective tax account on the tax collection system after review of daily cost ledger
- Receive and reconcile the collection agent's weekly remittance to the total of the cash collections reported each day during the week, deposits the weekly remittance with the Revenue Collection Division, prepare the weekly interdepartmental invoice to reflect the charges to the collection contract account and delinquent tax fund for the fees due and costs advanced to the collection agent, and maintain the cost of collection report.
- Prepare contractor work orders as required for the imprinting and mailing of installment tax bills, delinquent tax bills, combined property tax bills, and special improvement bonds, following through to assure the proper printing, mailing, and/or delivery of the bills on a timely basis in accordance with the contract in force.
- On a daily basis, retrieve property tax payment transaction files from lockbox contractor and e-payment services contractor for batch updating to the ATCS. Make tax account adjustments and status changes as required upon request by the Customer Services Division staff. Compiles and transmits the Direct Pays Report to the collection agent on a daily basis.
- Services as the department's alternate payroll clerk.
- Assist in making the requisite FMIS and HRMS entries relative to the department personnel functions.

5% Additional Duties

- Compiles Standard Operating Procedures for current job duties

- Other related duties as assigned.

The position requires four years of clerical experience performing duties related to business administration with at least one year of experience at the responsibility level of Office Assistant III or above. An Associates Degree in Business Administration is preferred.

Over time, this position has experienced a number of changes that have increased its scope and level of responsibility. When the Tax Enforcement Unit was eliminated within the City Treasurer's Office in 2002, the Administration Division assumed responsibility for several tax collection enforcement functions. As a part of this transition it has been necessary for the incumbent of this position, Ms. Cathy Bono, to learn these additional tax collection and enforcement functions' procedures and the related computer system applications. While some of these functions are the primary responsibility of the other Program Assistant II in the Administration Division, the incumbent is required to complete these functions due to workload demands or in that position's absence. These higher level tasks involved include:

- Audit and reconcile all payments posted to the Automated Tax Collection System (ATCS) and Special Improvement Bond System (SIBS) to the actual cash collections – this function was previously performed by the Business Systems Coordinator, SG 08.
- Make tax account adjustments and status changes as required upon request by the Customer Services Division staff.
- Manually post a payment to the ATCS when required due to upload – this function was previously performed by the Business Systems Coordinator, SG 08.
- Answer Automated Call Distribution (ACD) taxpayer telephone calls regarding property tax collection.
- Review the collection agent's daily cost ledger and enter costs to the respective tax accounts on the tax collection system after review of daily cost ledger.
- Receive and reconcile the collection agent's weekly remittance to the total of the cash collections reported each day during the week, deposit the weekly remittance with the Revenue Collection Division, prepare the weekly IRI to reflect the charges to the collection contract account and delinquent tax fund for the fees due and costs advanced to the collection agent, and maintain the cost of collection report.
- Prepare contractor work orders as required for the imprinting and mailing of installment tax bills, delinquent tax bills, combined property tax bills, and special improvement bonds, following through to assure the proper printing, mailing, and/or delivery of the bills on a timely basis in accordance with the contract in force – these functions were previously completed by either the Business Systems Coordinator, SG 08 or the Network Coordinator-Associate, SG 04.
- On a daily basis, retrieve property tax payment transaction files from lockbox contractor and e-payment services contractor for batch updating to the ATCS – this function was previously completed by the Business Systems Coordinator, SG 08 or Network Coordinator-Associate, SG 04.
- Compile and transmit the Direct Pays Report to the collection agent on a daily basis (formerly done on a weekly basis).

With the implementation of centralized city-wide accounts receivable in 2006, Ms Bono prints and mails accounts receivable invoices daily on a rotating schedule and prints duplicate accounts receivable invoices as required. Upon adoption of a city-wide policy on collecting accounts in arrears, which is a policy change expected to be implemented in 2008, Ms Bono will also be responsible for printing and mailing dunning notices.

The position has assumed full responsibility for placing all informal bids for both commodities and services, independently performing the requisite research, compiling the required specifications and bids, completing the needed forms, analyzing the bids received, and recommending awards.

The incumbent of this position now works independently in regards to budget administration, which includes researching, compiling, and analyzing budget expenditure data and preparing needed information schedules and reports, and prepares several of the worksheets used to compile the department's annual budget. The incumbent is responsible for monitoring the tax bill imprinting and mailing services contractor's forms and envelopes inventory and pre-paid postage account, which is a mission critical assignment for the Treasurer's Office.

Positions assigned to the Program Assistant series perform a variety of office support and administrative work in support of a program or distinct area of operations within a City department. As used here the term 'program' is intended to be broad in application, encompassing the work of a bureau, division, section or specific program within a department. The duties and responsibilities of each Program Assistant are specific to each job assignment.

Program Assistant I (Pay Range 460)

Program Assistants I perform duties and responsibilities to support the work of professionals and/or managers in a specific area of operations or programs within a City Department. This requires 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. These positions carry out duties and responsibilities very independently. The positions consult with managers and professionals regarding unusual situations requiring the interpretation of policies.

Program Assistant II (Pay Range 530)

In addition to the knowledge and skill require of the 'I' level, positions assigned to the II level require the equivalent knowledge and skill normally obtained with a bachelor's degree. 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 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.

This position has assumed responsibility for a number of tax collection enforcement functions as well as is now performing more analysis and independent work in the areas of procurement and contract administration, budget administration and city-wide financial services. The position is also required to work interchangeably with the other Program Assistant II in the Administration due to workload or in the incumbent of that position's absence.

Based upon these changes, it is our analysis that the duties and responsibilities of this position have increased to the level of Program Assistant II. We therefore recommend that this position be reclassified to Program Assistant II in Pay Range 530.

HEALTH DEPARTMENT

Current: Office Assistant IV PR 445
Request: Program Assistant I PR 460
Recommendation: Program Assistant I PR 460

The basic function of this position is to be responsible for providing high-quality, confidential administrative support to the Laboratory Director, the Chief Microbiologist, the Chief Molecular Scientist, and the Disease Control and Prevention Division Manager; serve as the lead office worker in the Laboratories; and coordinate administrative support for the full staff at the Laboratory. Duties, responsibilities, and requirements include the following:

65% Confidential Administrative Support

Provide high-quality, confidential administrative support to the Laboratory Director, the Chief Microbiologist, the Chief Microbiologist, the Chief Molecular Scientist and the Disease Control and Prevention Division Manager; make travel arrangements for staff as requested; coordinate and prepare transportation of samples for mailing or shipping to various locations and agencies; coordinate infrastructure maintenance logistics; perform data entry for proficiency testing results for regulatory agencies; maintain conference room calendar; formulate procedures for systemic retention, protection, retrieval, transfer, and disposal of records; maintain office equipment and make recommendations for upgrades and/or replacement; represent the Laboratory on departmental teams and committees; and maintain contact information for customers.

Serve as lead Office Assistant and review office records for completeness, accuracy, and timeliness; distribute work assignments to Office Assistant II and arrange backup support when needed; discern when a problem warrants the attention of the Division Manager; maximize office productivity and reports through the proficient use of office software applications; be responsible for maintaining files, reports, and billing data; coordinate the processing of monthly reports of confirmed infections to medical providers and eLAB-network, continuing education documentation, and technical reports; and coordinate communication and reports needed to support the Disease Control and Prevention Manager and Division.

10% Payroll Processing

Assist the Laboratory Director with processing personnel-related transactions and payroll information.

10% Billing Assistance

Responsible for submitting the LIS monthly billing to the State Laboratory of Hygiene and non-LIS billing information to the Health Department Administrative Offices; and maintain contact information for vendors.

15% Back-Up for Office Assistant II

Serve as back-up and provide assistance to the Office Assistance II position in performing data entry, receptionist duties including telephone and security access for couriers and visitors; and perform other duties as assigned.

Requirements include coursework in business, office management, or related area and four years of office support experience with at least one year at the Office Assistant III

level or above. Equivalent combinations of education and experience may be considered.

This position has experienced a number of changes that have increased the scope and level of responsibility. The Disease Control and Prevention Division has been added to the Laboratories Division structure and the number of administrative staff has been reduced. This position now has the additional duties of providing confidential administrative support for the Chief Microbiologist, the Chief Molecular Scientist, and the Disease Control and Prevention Manager. This includes assistance with coordinating and putting together various projects, reports, and power point presentations. This position also has more interaction with department heads, mayoral and aldermanic staff, outside public agencies and officials, and community groups.

The specification for the requested classification of Program Assistant I includes the following:

Performs duties and responsibilities to support the work of professionals and/or managers in a specific area of operations or programs within a City Department. Requires 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. Consults with managers and professionals regarding unusual situations requiring the interpretation of policies.

With the combination of the Laboratories and the Disease Control and Prevention Division this position will be required to be familiar with two very broad areas of work. In addition to being familiar with the work of the high level scientific personnel in the Laboratories this position will also need to have a good working knowledge of the policies and procedures associated with communicable disease control, prevention, and surveillance reporting; environmental health; and emergency preparedness and response through incident planning and management programs.

Another position of Program Assistant I in the Home Environmental Health Division also provides administrative assistance to several managers and requires a good working knowledge of the policies and procedures in the Division to assist the managers with their work and to coordinate several grant budgets.

Based on the above analysis we agree with the requested classification and recommend that the position be reclassified from Office Assistant IV in Pay Range 445 to Program Assistant I in Pay Range 460.

DEPARTMENT OF CITY DEVELOPMENT

Current:	New Position	
Request:	Operations Manager-Development Center	SG 09
Recommendation:	Operations Manager-Development Center	SG 09

The basic function of this position is to assist with the daily operations of the Milwaukee Development Center. In concert with the Manager, supervises employees, and creates and implements policies and procedures to guarantee effective and efficient performance. Duties, responsibilities, and requirements are as follows:

75% Assist the Permit and Development Center Manager with daily supervision of staff; monitor workloads and develop necessary procedures to ensure that services are

provided in a timely and efficient manner; make hiring recommendations; take or effectively recommend disciplinary action; make recommendations regarding unsatisfactory performances; prepare performance evaluations; and respond to complaints and grievances.

- 15% Oversee development and implementation of new business practices designed to provide high-quality customer service.
- 10% Work with other City Departments, including Board of Zoning Appeals, Department of Neighborhood Services, Department of Public Works, and others involved in development permitting process to solve problems across departmental lines and identify opportunities for service improvement.

The requirements of this position include a Bachelor's Degree in Planning, Architecture, Law or related field and five years of experience in project management or supervision in areas such as urban planning, plan examination, zoning, administration, or economic development. Equivalent combinations of education and experience may also be considered. Other requirements include a strong orientation to customer service and an ability to manage staff with various responsibilities for legal procedures regulated by local codes and state statutes.

Due to funding reductions from the U.S. Department of Housing and Urban Development (HUD) and the new Federal Operating Fund Rule which requires that all expenses directly relate to the operation of a specific housing development the Department of City Development has had to separate HACM administrative functions from those of DCD and the Redevelopment Authority of the City of Milwaukee (RACM). The Department reviewed processes and procedures and created several new positions and modified others. This new position in DCD will have the same duties and responsibilities as a former HACM position. The classification of this former HACM is the same as the requested classification of Operations Manager-Development Center in Salary Grade 09.

This position reports directly to the Permit and Development Center Manager in Salary Grade 12 and assists with the supervision of approximately 22 positions. This includes various high level Plan Examiner positions with salary ranges of \$60,954-\$78,923 (2006 Rates). The work includes ensuring that development permitting services are provided in a timely and efficient manner.

Comparisons were made to other management positions in the City Service. A number of positions in the requested level of Salary Grade 09 have similar levels of supervisory and oversight responsibility such as the Business Operations Manager-Health which has responsibility for administrative and grant funding functions and the Business Operations Manager-Neighborhood Services which has responsibility for a number of administrative functions including budgeting, financial data, and some human resource responsibilities.

The requested title of Operations Manager-Development Center is consistent with other positions at this level and is descriptive of the location. We therefore recommend this new position be classified as Operations Manager-Development Center in Salary Grade 09.

COMMON COUNCIL-CITY CLERK

Current:	New Position	
Request:	Legislative Coordinator-Senior	SG 10
Recommendation:	Legislative Coordinator-Senior	SG 10

Through an amendment to the 2008 City budget, the Common Council created a new position of Legislative Coordinator-Senior in the Common Council-City Clerk's Office. The basic function of this position will be to represent the Common Council in matters involving legislation affecting the City and other issues impacting other levels of government. The employee filling this position will represent City's official legislative position at the federal, state, county, and local level in coordination with Intergovernmental Relations Division; monitor and analyze legislation that affects the City and prepare reports and recommendation to the Common Council and its standing committees; and participate in organizations that represent local government such as the Wisconsin League of Municipalities, National League of Cities, and other organizations.

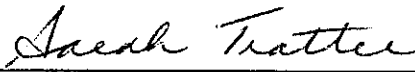
In studying this request, the staff reviewed a job description submitted by the Common Council-City Clerk's Office for the position. The job title/salary grade requested is the standard one associated with positions performing the same work in the Intergovernmental Relations Division. For that reason, it is recommended that this position be classified as a Legislative Coordinator-Senior in Salary Grade 10.

Prepared by:



Laura Sutherland, Human Resources Representative

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: January 22, 2008

Department: Milwaukee Water Works

Incumbents: Jerome Burr, Ricardo Delgado, Anthony Jackson, Robert Mielcarek, Brian Niemann, Lester Schram

Present	Request
Title: Water System Operator in Charge	Title: Water System Operator
Salary: Pay Range 282 (\$44,442 - \$52,820)	Pay Range: Not stated
Step: Various	Source: Department
Recommendation: Title: Water System Operator Pay Range: 288 (\$45,878 - \$55,751)	
Rationale: In May of 2006, the Water Works added new field duties to these positions and instituted a new requirement that all employees performing the job be certified by the State's Department of Natural Resources as a waterworks plant operator. The changes in duties and responsibilities and new certification requirement have increased the responsibility associated with the job as well as the level of knowledge and skilled required. The City has reached an agreement with District Council 48, AFSCME and AFL-CIO regarding the impact of this study.	

Action Required

In the Salary Ordinance, under Pay Range 282, delete the title "Water System Operator in Charge 2/" and delete footnote "2/" in its entirety.

Create new Pay Range 288 with the following biweekly rates of pay:

Pay Range 288

Official Rate-Biweekly

1,764.55 1,824.16 1,884.92 1,960.98 2,031.54 2,144.27

Water System Operator 1/

"1/ Jerome Burr shall be frozen at the biweekly pay rate of \$2,031.54 and Robert Mielcarek shall be frozen at the biweekly pay rate of \$1,960.98, except for across-the-board pay increases that may be negotiated in collective negotiations, until such time they obtain the DNR Distribution Operator certification. Such employees shall advance to the next higher pay step in Pay Range 288 at least \$10.00 higher than their current rate, the next pay period following their attainment of their DNR Distribution Operator License."

In the Positions Ordinance, under Department of Public Works – Water Works, Plants – South Organization, Howard Control Center, delete six positions of "Water System Operator In Charge" and add six positions of "Water System Operator".

Background

In December of 2005, the Superintendent of the Milwaukee Water Works, Carrie Lewis, submitted a request for a study of the Water System Operator in Charge job classification in her department in anticipation of changes proposed for the job classification under study. The reasons stated for this request were an increase in the knowledge, skills, and abilities and "new duties and responsibilities in the field." In studying this request, initial discussions were held with Laura Daniels, Administration and Projects Manager for the Water Works, and Ms. Lewis. The department provided written documentation regarding the positions in the form of an updated job description and a completed Job Analysis Questionnaire completed by Ms. Lewis.

Job audit interviews were held individually with Jerome Burr and Lester Schram, two of the Water System Operators in Charge, at the Howard Avenue water treatment plant. Discussions included an examination of the electronic monitoring system; examination of logs and work products, and observations of work in progress. Following these discussions, the staff member studying these positions met with John Gavre, Water Plant Manager-South employees' immediate supervisor.

Duties and Responsibilities

Six employees currently work as Water System Operators in Charge at the Howard Avenue water treatment facility. Water System Operators in Charge work rotating shifts in order to cover the entire system on a 24/7 basis. When on duty, the Water System Operator in Charge is the sole person responsible for monitoring water flow and pressure for the entire water system and surrounding suburbs.

During an assigned shift, the Water System Operator in Charge must ensure that an adequate supply of potable water is available at the proper pressure throughout Milwaukee's entire water system and suburbs serviced by the Milwaukee Water Works. In order to accomplish this, an Operator in Charge must constantly monitor water flow and pressure at 16 remote locations via an electronic system with the acronym of SCADA. The Water Operator in Charge must not only anticipate and predict water demand throughout a shift but also respond to changes in water pressure and flow, both anticipated and unanticipated. An electrical storm, for example, can cause a water pump to fail at a station, thus decreasing water flow in the system. Water main breaks can also have a similar effect. In addition, the position under study must monitor and respond to all security alarms for Water Works facilities.

In order to successfully perform this job, the employee must have up-to-the-minute knowledge of the status of pumps, the amount and location of water in storage, electrical configurations at facilities, the availability of backup power, and other factors. When adverse situations occur, the Water System Operator in charge must act quickly and decisively, increasing or decreasing flow and pressure where warranted, calling in supervisors and personnel for equipment repairs, and communicating with water plant operators, other utilities, businesses, City departments, and others.

Although most of the work performed by Water Systems Operators in Charge could be considered routine in nature, the consequence of error resulting from an inadequate or incorrect response on the part of the employee could be severe. In a worst case scenario, insufficient water pressure in the distribution system could cause backflow and contaminate the City's water supply; damage Water Works' equipment and facilities as well as roadways and buildings; loss of water supply for hospitals, industries, businesses; and the public; or compromised fire protection.

Changes in Duties and Responsibilities

Beginning in approximately June of 2006, the Water Works added the following new duties to these positions, all of which are performed in the field:

- Performing inspections of equipment, machinery, instruments and security at each facility
- Troubleshooting equipment failures
- Reporting problems with computerized maintenance management program
- Operating equipment at booster stations during emergencies
- Directing or coordinating work groups to repair elements of the system
- Monitoring the work of contractors

These changes are significant because, until June of 2006, all work performed by Water System Operators in Charge had been in an office setting.

In addition to new field duties, the demands of the job have increased somewhat due to the implementation new and heightened security systems, more complex electronic monitoring systems, and a requirement that Water System Operators in Charge consider energy consumption when making decisions regarding the use of pumps in the water system. Finally, the Water Works now requires all the employees holding these jobs to possess certification in water distribution from the State's Department of Natural Resources.

The certification as a waterworks plant operator requires employees to pass courses offered by the Department of Natural Resources and in some cases, work experience is also accepted. To maintain the certification, the State requires waterworks operators to attend 18 hours of training over a three-year period and pay applicable fees to the State. Training may be in a wide variety of topics relating to water treatment and can be obtained through coursework at colleges, coursework via the web or telephone, means, or attendance at professional seminars, conventions, and meetings. It should be noted that employees will obtain 9 of the required 18 of continuing education by attending required safety training at the Milwaukee Water Works.

The Water Works implemented this requirement as part of a department-wide initiative to upgrade the knowledge and skills of its employees and position the organization to take advantages of new technologies. Although this certification is not required by the State for each operator employed by the Water Works, it is anticipated that the Environmental Protection Agency will require enhanced training and continuous education for all operations in the near future.

Analysis

The job analysis indicates that the responsibility associated with these positions has increased due to the addition of new field duties, as described above, and secondarily to more complex instrumentation. In addition, the knowledge required to perform the work has increased due to the requirement for certification. It is important to note that the employees filling these jobs have willingly taken on these new duties in a cooperative manner and now perform them well.

The Water System Operators in Charge who were interviewed indicated that their job classification should be allocated to the same pay range as that of Senior Water Plant Operator in Charge in Pay Range 291. The maximum rate of pay for that job classification is \$58,862 versus a current maximum of \$50,985 for Water System Operator in Charge.

A Senior Water Treatment Operator is responsible for all water treatment and production and required records at one of the City's two water treatment facilities during a work shift. This "in charge" Operator typically leads 2 to 10 employees at any given time, including other Water Treatment Plant Operators and Water Chemists, and must analyze data on water quality and plant processes to decide when chemical and filter feed changes are required and respond to any unanticipated events, such as equipment

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failures. The Senior Water Treatment Plant Operator is also responsible for maintaining operating records during a shift, training employees, and promoting a safe work environment.

Considering the level of responsibility exercised by the Senior Water Treatment Operator who has responsibility for an entire water treatment plan on a given shift, including the supervision of 2 to 10 employees, the level of responsibility exercised by the Senior Water Treatment Operator significantly exceeds that of the Water System Operator in Charge. This is indicated by the Water Treatment Operator's responsibilities as a team leader and the impact an error in judgment would have upon water quality. For that reason, we cannot recommend that these two job classifications be equated at the present time.

Conclusion and Recommendation

Although the increased complexity of work performed by Water System Operators in Charge indicates that an upgrade is appropriate, in our opinion the level of responsibility exercised by this job classification has not risen to the level associated with that of Senior Water Treatment Plant Operator.

It is therefore recommended that the job classification of Water System Operator in Charge be reclassified to Water System Operator, the title requested by the department, in new Pay Range 288 with the following biweekly rates of pay:

Pay Range 288


Biweekly	\$1,764.55	\$1,824.16	\$1,884.92	\$1,960.98	\$2,031.54	\$2,144.27
Annual	\$45,878	\$47,428	\$49,008	\$50,985	\$52,820	\$55,751

This new Pay Range was created by eliminating the first pay step of the current pay range and adding one additional pay step at the top of the range. As a result, newly hired/promoted Water System Operators will start out at a rate higher than Senior Water Treatment Plant Operators. This seems equitable considering the changes that have taken place in these jobs, and the fact that Water System Operators In Charge are required to work entirely alone from their sixth day on the job. In contrast, Senior Water Treatment Plant Operators are not expected to work alone until after a significant period of time on the job.

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