

Department of Employee Relations

Tom Barrett Mayor

Maria Monteagudo Director

Michael Brady Employee Benefits Director

Deborah Ford Labor Negotiator

January 27, 2016

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

Dear Committee Members:

Re: Common Council File Number 151297

The following classification and pay recommendations were approved by the City Service Commission on **January 26, 2016.**

In the Department of Public Works - Infrastructure Services, one new position is recommended for classification to Milwaukee Plays Program Coordinator (.55 FTE), Pay Range 2DN.

In the Common Council – City Clerk office, one position of Office Assistant IV, Pay Range 6HN is recommended for reclassification to Administrative Assistant II, Pay Range 6HN and one position of License Coordinator, Pay Range 1CX is recommended for reclassification to Business Systems Specialist, Pay Range 2HX.

In the Fire and Police Commission, one position of Community Relations Manager, Pay Range 2JX is recommended for reclassification to Fire and Police Commission Operations Manager, Pay Range 1HX.

In the Department of Public Works – Administrative Services Division, one new position is recommended for classification to Program Assistant I, Pay Range 5EN and one position of Office Assistant IV, Pay Range 6HN is recommended for reclassification to Program Assistant II, Pay Range 5FN.

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

Sincerely,

Maria Monteagudo

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Employee Relations Director

MM:fcw

Attachments: Job Evaluation Report

Fiscal Note

C: Mark Nicolini, Dennis Yaccarino, John Ledvina, Deborah Ford, Nicole Fleck, Ghassan Korban, Preston Cole, Dan Thomas, Jeffrey Polenske, Matthew Mortwedt, Patrick Hartmann, Dawn Crowbridge, James Owczarski, Sarah Zarate, Angelyn Ward, MaryNell Regan, Kenneth Wischer (AFSCME32), Maurice Lyles (Team)



JOB EVALUATION REPORT

City Service Commission Meeting Date: January 26, 2016

DPW-INFRASTRUCTURE SERVICES

Current	Request	Recommendation	
New Position	Milwaukee Plays Program Coordinator	Milwaukee Plays Program	
	PR TBD Coordinator		
		Part-time Position	
		PR 2DN (\$42,500 - \$59,498)	

COMMON COUNCIL-CITY CLERK

Current	Request	Recommendation	
Office Assistant IV	Administrative Assistant II	Administrative Assistant II	
PR 6HN (\$37,830 - \$41,863)	PR 6HN (\$37,830 - \$41,863)	PR 6HN (\$37,830 - \$41,863)	
License Coordinator	Business Process Improvement	Business Systems Specialist	
PR 1CX (\$51,469 - \$72,063)	Coordinator	PR 2HX (\$54,865 - \$76,806)	
,	PR TBD		

FIRE AND POLICE COMMISSION

Current	Request	Recommendation
Community Relations Manager	Operations Director	Fire and Police Commission
PR 2JX (\$62,338 - \$87,270)	PR 1HX (\$70,827 - \$99,154)	Operations Manager
		PR 1HX (\$70,827 - \$99,154)

DPW-ADMINISTRATIVE SERVICES DIVISION

Current	Request	Recommendation
New Position	Program Assistant I	Program Assistant I
	PR 5EN (\$40,501 - \$46,724)	PR 5EN (\$40,501 - \$46,724)
Office Assistant IV	Program Assistant II	Program Assistant II
PR 6HN (\$37,830 - \$41,863)	PR 5FN (\$42,539 - \$48,248)	PR 5FN (\$42,539 - \$48,248)

DPW-INFRASTRUCTURE SERVICES DIVISION

Request: Milwaukee Plays Program Coordinator PR TBD Recommendation: Milwaukee Plays Program Coordinator PR 2DN

The aim of the Milwaukee Plays initiative is to transform the City of Milwaukee's most deteriorated playgrounds, as evaluated by DPW, into models for local collaboration and renovation. The restoration of the City's playgrounds will bring much needed improvement to create safe and attractive places for families to play and socialize. The program involves local residents in the restoration of these community assets which provides opportunities for people to share in the design experience and develop a sense of ownership in their community.

It is the intent of the Department to request creation of this grant-funded, part-time position at the February 3, 2016 Finance and Personnel Committee meeting. This new position will be responsible for coordinating the implementation of the Milwaukee Plays Program. This will include developing the tools for successful involvement of community members in the process, hosting neighborhood meetings and community events, training and working with local partners for each of the parks to collect and analyze data, ensuring that communication between various partners is efficient and direct, assisting in the organization and development of the larger park design as well as program evaluation tools, and producing an implementation guide to systemize activities and help facilitate the design and construction of future Milwaukee Plays parks. Specific duties and responsibilities include:

January 26, 2016

- Assess existing literature for successful community engagement in park design
- Community Engagement: In consultation with the Milwaukee Plays Program Manager in the City Clerk's Office and other team members, design a community engagement strategy that encourages multigenerational input for park design and tools (surveys, questionnaires, focus groups, etc.) required for data collection that will inform and guide DPW as well as the community toward a final playground design that reflects the community identity; and working with local residents, local partners and city staff to arrange effective information sharing.
- <u>Participatory Park Assessments</u>: Support project team in analysis of quantitative and categorical data related to current and recommended park uses, including creation of data collection instruments and data analysis, and schedule meetings with internal staff as well as ad hoc boards to analyze data
- <u>Evaluation/Key Informant Interviews</u>: Work with the Project Manager and other team members to support the evaluation process which may include data gathering, interpretation of findings, and facilitation of individual and group interviews.
- <u>Program Documentation</u>: Support the coordination and facilitation of program documentation by the Neighborhood News Services, an online media outlet in Milwaukee. Coordinate, schedule and facilitate large neighborhood meetings, workshops, and ad hoc board meetings, and internal meetings for each park as necessary
- Assist in report writing, including summaries of neighborhood and ad hoc board meeting discussions in each of the park areas, description of stakeholder requests and interests, and the steps required to move each park and its partners toward final park design and completion; meet with DPW staff and playground vendors to discuss community requests; and draft briefs highlighting key program findings for public dissemination; assist in grant proposal writing as needed.

Minimum requirements proposed by the Department include a Bachelors' Degree in Public Policy, Social Science. Business Administration or related field and two years of related work experience.

This new position would be housed within the DPW-Infrastructure Services Section and would work closely with a Program Manager in the Common Council City Clerk's Office, Common Council members and Legislative Assistants, Department of Public Works staff including the Commissioner of Public Works and the Operations and Maintenance Manager, and local community partners.

This report recommends classifying the position as a Milwaukee Plays Program Coordinator in Pay Range 2DN (\$42,500 - \$59,498) comparable to other positions in City government in this pay range including Associate Planner in the Department of City Development, Anti-Graffiti Program Coordinator in the Department of Nelghborhood Services, and Management Services Specialist.

COMMON COUNCIL-CITY CLERK

Request: Office Assistant IV PR 6HN Recommendation: Administrative Assistant II PR 6HN

City Clerk James R. Owczarski has requested that a vacant position of Office Assistant IV be retitled to Administrative Assistant II within the Central Administration Section of the City Clerk's Office. This position will work as a personal and confidential administrative assistant for Common Council members and perform constituent services database operations. Specific duties and responsibilities include:

- Answer written and phone inquiries for council member offices to which assigned as backup. Keep council member informed of all constituent communications. Maintain the tracking system for logging constituent calls. Process and follow-up on service requests or complaints made to council member offices to which assigned as backup. Meet with individual constituents as necessary.
- 25% Function as confidential secretary to council members including using Contrack to produce letters to constituents regarding service requests and COMPASS to produce mailing labels. Maintain filing systems and records for aldermanic correspondence.

10% Perform other duties including receptionist and telephone switchboard services as needed.

Minimum requirements include four years of significant office support experience performing duties related to this position.

The duties and responsibilities of this position are consistent with those of the classification of Administrative Assistant II in Pay Range 6HN. This includes responsibility for providing advanced and confidential duties requiring broad experience, skill, and knowledge of organizational policies and procedures. This report therefore recommends a change in title for this position from Office Assistant IV to Administrative Assistant II in Pay Range 6HN.

Current: License Coordinator PR 1CX
Request: Business Process Improvement Coordinator PR TBD
Recommendation: Business Systems Specialist PR 2HX

City Clerk Jim Owczarski has requested a vacant License Coordinator position be studied for classification and has submitted a new job description. This new position would be responsible for implementing the recommendations of the Local Business Action Team that has been focused on brining greater efficiency, transparency, and accessibility to the City of Milwaukee licensing process. This will include outreach and education initiatives for both internal and external stakeholders including other city departments. Specific duties and responsibilities include:

- Act as liaison between local businesses, license and permit applicants, trade and industry organizations, neighborhood groups, and local government agencies related to the administration and issuance of individual and business licenses and permits granted by the Common Council, City Clerk and the Commissioner of Health.
- Develop outreach and educational methods related to license and permit administration
- Establish collaborate relationships with external stakeholders and provide education as needed
- Provide technical assistance to task forces and ad hoc bodies by conducting background research, gathering data, preparing reports, and serving as a subject matter resource
- Coordinate internal and external stakeholder work groups to evaluate existing polices, programs, documentation and processes relating to license and permit administration, make recommendations and assist in implementation.
- Stay informed on licensing matters including city ordinances, Wisconsin state statutes and regulations and any changes that may be adopted and the impact on the program
- Analyze data, prepare reports and supporting materials and assist in drafting legislation related to license and permit administration
- Prepare reports and other written and website communications related to program activities and accomplishments
- Use Geographic Information Services for reports and data analysis
- Conduct filed inspections of licensed establishments, document findings, and facilitate dialog with the licensee and other City departments to resolve any discrepancies
- Investigate and resolve customer service concerns, and enforce standards and regulations relating to licensing.

Minimum requirements proposed by the department include a bachelor's degree in Business Administration, Public Administration, Economics, Political Science, Urban Planning or related field and three years of related work experience.

This position will be responsible for a thorough understanding of the City's permitting processes and procedures, learning the needs of the community organizations and individual stakeholders in these processes, working with internal and external stakeholders to improve the city's permitting process, and implementing strategies to communicate and educate on the processes and procedures. Other positions in City government with the same level of responsibility include those listed in the cart below:

Dept.	Title	PR	Min	Max
DPW	Business Support Liaison	2HX	\$54,865	\$76,806
DOA	Community Analytics Analyst	2HX	\$54,865	\$76,806
DOA	Community Outreach Coordinator	2HX	\$54,865	\$76,806
CCCC	Legislative Fiscal Analyst-Lead	2HX	\$54,865	\$76,806

Based upon a review of the duties and responsibilities and these comparisons we recommend classifying this position as a Business Systems Specialist in Pay Range 2HX (\$54,865 - \$76,806).

FIRE AND POLICE COMMISSION

Current: Community Relations Manager PR 2JX
Request: Operations Director PR 1HX
Recommendation: Fire and Police Commission Operations Manager PR 1HX

The Fire and Police Commission Executive Director MaryNell Regan has requested a classification study of the vacant position of Community Relations Manager in Pay Range 2JX due to additional duties and responsibilities. The basic function of the position is to assist the Executive Director in providing independent citizen oversight of the Milwaukee Fire and Police Departments (MFD and MPD) and administering functions performed by the citizen Board of Fire and Police Commissioners as provided in Section 62.50 of the Wisconsin statutes and Chapter 314 of the Milwaukee Code of Ordinances. This position will also perform professional public relations duties and coordinate the timely development, administration, management, and release of information regarding a wide range of programs and services designed to foster and improve education, public involvement, media and community relations throughout the City of Milwaukee regarding the Fire and Police Commission (FPC), the MFD, and the MPD; evaluate and develop community partnerships with public and private entities to improve relations between the FPC, MFD, MPD, and the City, with the goal of increased communication, education, public involvement, and recruitment and retention of employees in protective services positions. Specific duties and responsibilities include the following:

- Assist the Executive Director in managing the daily operations of the FPC including monitoring daily administrative functions, managing the citizen complaint program, auditing MPD internal investigations, supervising the independent investigations of Police and Fire Department members' misconduct, advising and directing Commission investigators and internal affairs during investigations of misconduct, overseeing the mediation of specified complaints, and determining the final recommended disposition or referral for adjudication to the Executive Director, overseeing the disciplinary appeals process and preparing cases for quasi-judicial administrative hearings for all sworn and civilian employees, if applicable, organizing and staffing ad hoc citizen advisory committees and other special focus groups, organizing Commission public meetings at locations in the community every quarter, and evaluating and reviewing responses to open record and litigation requests.
- Develop community partnerships with public and private entities to improve relations between the FPC, 40% MPD, MFD, and the City with the goal of increased communication, education and public involvement; develop a public information and education strategic plan for all community relations efforts, and develop, coordinate and implement innovative public involvement and educational programs, activities, and events to maintain, support and enhance community relations program goals and objectives including public workshops on program topics; develop and coordinate the delivery of specific outreach events and activities targeting special population groups and develop materials in other languages; develop, plan and implement communication and information programs through media outreach activities including public service announcements, radio, television, print and electronic press releases, cable access programming, on-line newsletter development and other promotional programs and activities; serve as a liaison and coordinate with other sections of FPC, other City Departments, and external agencies to ensure proper distribution and use of informational materials by media; interpret and explain applicable FPC functions and procedures to residents and the media; develop, coordinate, schedule and present community outreach and educational initiative to increase public awareness and understanding of Police and Fire policies and practices including media shows, speakers, hand-outs, educational materials for business and community groups, advisory

councils, government officials, schools, associations, and public events; and maintain a reporting, problem solving, concept approval and working relationship with the Executive Director and other personnel.

In conjunction with the FPC Recruiter engage the community through social media channels such as Facebook, Twitter, YouTube, LinkedIn, and Google+; monitor trends in social media tools and applications and make recommendations for enhancing the FPC's ongoing external communications strategies; develop outreach programs, social media campaigns, and promotions to spread the FPC's messages; identify and develop opportunities for interviews and speaking opportunities; develop and maintain staff responsibilities for the department's web site to keep the web content current and innovative; research available funding sources and may prepare and submit grant applications; compile data and provide evaluations, recommendations and written and verbal reports regarding activities and achievements; and perform other duties as assigned.

Requirements include a bachelor's degree in Political Science, Urban Studies, Communication, Public Relations, Business Administration, Management or closely related field; and three years of successful experience performing related duties. Other requirements include knowledge of administrative or criminal investigations, critical incidents, investigation of police misconduct, or investigating citizen complaints; skill in working with the news media, developing and implementing public participation and communication programs, and creating innovative programs and projects that encourage citizen involvement; and an ability to communicate clearly, concisely and persuasively to small and large diverse audiences using tact and diplomacy to gain support for program goals. Equivalent combinations of education and experience may be considered.

Previously this position focused on communications and had the basic function of performing professional public relations duties coordinating the timely development, administration, management and release of information regarding a wide range of programs and services designed to foster and improve education, public involvement, media, and community relations throughout the City of Milwaukee regarding the FPC, MFD and the MPD and had some supervisory responsibility for one position of Office Assistant II. The Executive Director has now added duties and responsibilities to this position that include expanded operational, oversight and supervisory functions.

These new duties and responsibilities include monitoring daily administrative operations, managing the citizen complaint program, auditing MPD and MFD internal investigations, supervising two positions of Fire and Police Commission Investigators/Auditors and assisting with the supervision of four other staff members, making final recommendations for complaint dispositions to the Executive Director, overseeing the disciplinary appeals process, organizing and staffing the Commission's ad hoc committees, organizing public meetings, and preparing responses to open record and litigation requests. These new duties and responsibilities are currently performed by the Executive Director. In an effort, however, to delegate some of the extensive responsibilities of the Executive Director the Department's 2016 budget includes a new position of "Fire and Police Commission Staffing Services Manager" and the Department is requesting a reclassification of this position under study in recognition of adding these significant operational duties and responsibilities.

With these changes we recommend reclassification to a higher level pay range. Although there is no direct comparison several positions in Pay Ranges 1HX (\$70,827 - \$99,154) and 2LX (\$70,827 - \$99,154) also have operational responsibilities as well as oversight for specific programs or projects including Administrative Services Manager, Environmental Sustainability Program Manager, Library Public Services Area Manager, and Policy Administration Manager. Although some positions have more extensive supervisory responsibility the position under study is working with programs and projects related to the oversight of the two large departments; the Milwaukee Fire Department and the Milwaukee Police Department. We therefore recommend the position be reclassified to the level of 1HX (\$70,827 - \$99,154).

We recommend including "Fire and Police Commission" in the title to clarify the function of the position and to be parallel with other titles in the Department including the other supervisory position, "Fire and Police Commission Staffing Services Manager", and the titles of "Fire and Police Commission Executive Director" and "Fire and Police Commission Investigator/Auditor". We further recommend that the title include the word "manager" rather than "director" as it is the term most used for positions at the recommended level and would avoid confusion with the "Executive Director" title.

We therefore recommend the position of "Community Relations Manager" in Pay Range 2JX (\$62,338 - \$87,270) be reclassified to "Fire and Police Commission Operations Manager" in Pay Range 1HX (\$70,827 - \$99,154).

DPW-ADMINISTRATIVE SERVICES DIVISION

Request: Program Assistant | PR 5EN Recommendation: Program Assistant | PR 5EN

This position, which was approved in the 2016 budget for the Department of Public Works (DPW), will be assigned to the Contracts Section of the Department. The employee filling the position will report to the Contract Compliance Manager and perform a variety of work to support the business goals of the area in advertising, tracking, awarding, monitoring, and administering a variety of contracts. Specific duties and responsibilities include the following:

- providing information to contractors and potential contractors, DPW employees, and others regarding the contracting process
- receiving, processing, and entering data regarding contracts
- assisting in generating reports
- preparing computer and hard copy records to track contract-related work
- updating and maintaining data bases
- processing incoming and outgoing mail and correspondence
- assisting with planning, organizing, and carrying out outreach activities
- ordering and maintaining office supplies and materials
- analyzing, organizing, and processing special data requests.

Based upon these duties and responsibilities it appears that this position is comparable to that of an existing Program Assistant I position in the Contracting area. Due to the extent and nature of contacts with others, the employee performing this job must possess excellent customer service skills that include tact, diplomacy, and discretion. The employee performing the job must also be able to handle a high volume of work and meet deadlines. Computer skills include an ability to use word processing software, spreadsheets, and to some extent databases.

Program Assistant Series

In City government, Program Assistants perform a variety of administrative work in support of a program or distinct area of operations within a City department. The particular duties and responsibilities of a position are determined by the department in which it functions. The term "program" is intended to be broad in application, encompassing the work of a bureau, division, section, or specific program in a department. Positions in this series serve as a "bridge" between office support positions and professional occupations requiring a bachelor's degree or equivalent.

The Program Assistant series consists of three levels. The "I" level requires four years of office support experience performing duties related to the occupational area in which the position is assigned, with at least one year of experience at the level of Office Assistant III or above. The "II" level requires the level of knowledge and skill normally obtained with a bachelor's degree in an appropriate area or equivalent. The "III" level is reserved for positions that perform duties and responsibilities to support a significantly complex program or area of operations within a City Department. In addition to requiring the equivalent knowledge and skill obtained with a bachelor's degree, these positions require in-depth knowledge of technical and/or administrative processes. The definitions for Program Assistant I and II, as stated in *Principal Office Support Job Classifications in City Government*, April 25, 1996, Department of Employee Relations, are provided below.

Program Assistant I, Pay Range 5EN

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, Pay Range 5FN

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.

Due to the fact that the position under study will perform administrative work in support of the contracting operations of DPW and a similar Program Assistant I currently exists in that area, it appears appropriate to recommend that this position also be classified as a Program Assistant I. This position works with management in creating new policies, procedures, and data collection methods and makes recommendations for same; compiles and analyzes data used in reports and spreadsheets; serves as the assistant to the Program Manager; oversees the use and reconciling of a cash register and credit terminal used in the collection and disbursement of license fees; and serves as a backup to other office support positions.

Current: Request: Office Assistant IV

PR 6HN

Request:

Program Assistant II

PR 5FN

Recommendation:

Program Assistant II

PR 5FN

This vacant position is assigned to the Safety Section of the Administrative Services Division within DPW. As stated on the new job description prepared by the department, the position will be responsible for the following processes and work products:

- Drug and Alcohol Testing: Includes planning logistics for drug and alcohol tests required by drivers whose
 jobs require a Commercial Drivers' License, preparing and creating the random sample of employees
 required, and maintaining chain of custody forms.
- ADA interactive process: Includes maintaining and processing information related to the Americans with Disabilities Act (ADA) interactive process needed to assist the staff in transitional duty placement activities.
- Accident and injury claims: Includes interacting with DER or the third-party administrator regarding the documentation of workers' compensation cases
- Small Business Enterprise Program and Residents Preference Program: Includes taking a lead role in preparing the annual reports for these programs submitted to the Common Council and other parties.
- Customer service and safety training: Includes using an online website and software system called Moodle to create training modules, track results, and recommend new training modules.

The most prominent knowledge, skill, abilities, and competencies required for successful job performance include the following:

- Knowledge of City of Milwaukee Ordinances and DPW processes related to contracting
- Ability to plan and organize work in a logical manner in order to maintain efficiency and complete assignments
- Knowledge of and the ability to use computer applications, including spreadsheets, word processing, databases, MS Outlook, and specialized applications
- The ability to work and communicate effectively with a wide variety of customers, including contractors, potential contractors, members of the public, DPW managers, and staff from other departments
- Ability to select, compile, and analyze data related to contracts and programs
- Ability to write reports summarizing data and other communications
- · Ability to work independently, displaying initiative and resourcefulness
- The ability to maintain accurate records in electronic and hard copy formats

Ability to develop and provide training to other employees regarding safety and customer service

Considering the definition of different levels of Program Assistants contained in the foregoing narrative, this position displays a level of responsibility and scope of responsibility that is consistent with that of Program Assistant II. Further, the degree of knowledge and skill required is consistent with a position at that level. Other Program Assistant II positions with a similar degree of responsibility and knowledge/skill include Program Assistant II in the Sanitation Services area of DPW and a Program Assistant II that functions as the "bankruptcy coordinator" for the Milwaukee Water Works.

In light of the foregoing discussion regarding the Program Assistant series this report recommends classifying this position as a Program Assistant II in Pay Range 5FN (\$42,539 - \$48,248).

Action Required

In the Salary Ordinance, under Pay Range 1HX, add the title "Fire and Police Commission Operations Manager"; under Pay Range 2DN, add the title "Milwaukee Plays Program Coordinator (.55 FTE)"; under Pay Range 2HX, add the title "Business Systems Specialist" and under Pay Range 2JX, delete the title "Community Relations Manager".

In the Positions Ordinance, under Common Council – City Clerk, Central Administration Division, delete one position of "Office Assistant IV" and add one position of "Administrative Assistant II; under License Division, delete one position of "License Coordinator (Y)" and add one position of "Business Systems Specialist (Y)". Under Fire and Police Commission, delete one position of "Community Relations Manager (X)(Y)" and add one position of "Fire and Police Commission Operations Manager (X)(Y)". Under Department of Public Works – Administrative Services Division, Contract Administration, delete one position of "Program Assistant II" and "Office Assistant IV"; add one position of "Program Assistant II"; and under Safety Section, add one position of "Program Assistant II". Under Department of Public Works – Infrastructure Services Division, Bridges and Buildings Decision Unit, Mechanical Services, add one position of "Milwaukee Plays Program Coordinator (.55 FTE)".

Prepared by:

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