



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Troy M. Hamblin
Labor Negotiator

July 16, 2008

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

Dear Committee Members: Re: Common Council File Number 080309

The following classification and pay recommendations were approved by the City Service Commission on July 8, 2008 or are scheduled to be heard by the City Service Commission on July 22. We recommend these classification and pay levels, subject to approval by the City Service Commission:

From the July 8, 2008 meeting:

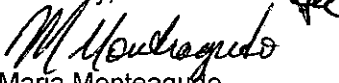
- In Assessor's Office, one position titled Office Supervisor II, SG 02 was reclassified to Administrative Services Supervisor, SG 05.
- In Health Department, one new position was classified as Ecocultural Family Interview Program Coordinator, SG 05; one new position was classified as Public Health Nurse, PR 666 and one position titled Microbiologist III currently vacant was reclassified to Lead Microbiologist, PR 646.
- In the Port, one new position was classified as Engineering Technician II, PR 602.

From the July 22, 2008 meeting:

- In the Department of Public Works, Administrative Services Division one position titled DPW Customer Services Supervisor, SG 05 was recommended for no change, one position titled Customer Service Representative III, PR 445 was reclassified to Communications Assistant IV, PR 455, and three positions of Customer Service Representative II, PR 435, were reclassified to Communications Assistant III, PR 445.

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: 5 Job Evaluation Reports, 1 Fiscal Note

C: Mark Nicolini, Renee Joos, Marianne Walsh, Troy Hamblin, Betty Schraith, Mary Reavey, Peter Weissenfluh, Amy Stenglein, Bevan Baker, Raquel Filmanowicz, Victoria Robertson, Ray Weitz, M. Stephen Gradus, David Bina, Anna Benton, Nancy Castro, Judy Thorsheim, Eric Reinelt, Hattie Billingsley, Lawrence Sullivan, Dorinda Floyd, Richard Abelson, John English, Paula Dorsey, Bill Mollenhauer, Calvin Lee and James Fields (DC 48)

JOB EVALUATION REPORT

City Service Commission Meeting: July 8, 2008

Department: Assessors Office

| Present | Request | Recommendation |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|--------------------------------------------------------------------------------------------|
| Office Supervisor II SG 02 (\$38,902 - \$54,455) Incumbent: Amy Stenglein Rate: \$52,817 | New Title SG 07 (\$53,519 - \$74,922) | Administrative Services Supervisor SG 05 (\$47,109 - \$65,957) New Rate: \$55,458 |
| Rationale: Due to a reorganization in the Assessor's Office that centralized office support functions and the addition of new higher level duties, the level of impact and accountability associated with the job, as well as the level of knowledge and skill required to successfully perform the work, has increased significantly. This position is now equivalent to an Administrative Services Supervisor in the Department of City Development allocated to Salary Grade 05. | | |

Action Required

In the Positions Ordinance, under Assessor's Office, Systems and Administration Division, delete one position of "Office Supervisor II" and add one position of "Administrative Services Supervisor".

Background

In June of 2007, the Commissioner of Assessments, Mary Reavey, requested that the position of Office Supervisor II currently held by Amy Stenglein be studied for proper title and salary grade. In that request, Ms. Reavey stated that, due to a reorganization of its functions, the scope of responsibility associated with the Office Supervisor II had significantly expanded. One measure of this expansion was the addition of 5 staff members to the position's responsibility. Although the initial correspondence directed to Employee Relations did not request a specific Salary Grade for the position, during the course of the study the department requested that the position be allocated to Salary Grade 07.

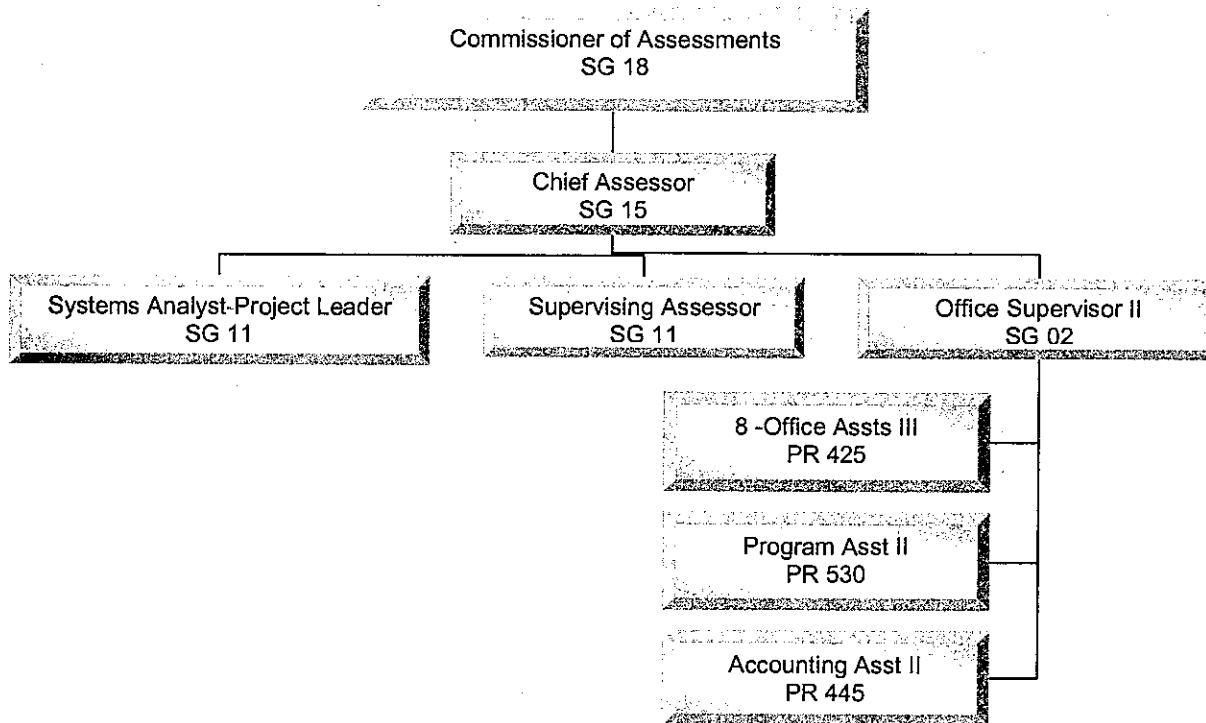
In studying this request, a revised description for the position submitted by the Assessor's Office was reviewed and discussions were held with the incumbent of the position, Amy Stenglein, regarding her duties and responsibilities and the changes that had taken place in the job during the past 2 to 3 years. Following this discussion, a meeting was held with the Commissioner of Assessments and the Chief Assessor, Peter Weissenfluh.

Departmental Organization

The Assessor's Office employs approximately 55 people, three-fourths of whom are Property Appraisers. It is similar in size to the City Attorney's Office and Comptroller's Office. The following chart indicates reporting relationships for the position under consideration and top managers in the Office. The Office Supervisor II reports to the Commissioner of Assessments though the Chief Assessor and works closely with the Supervising Assessor, and Systems

Analyst-Project Leader. As the result of reorganization, the Office Supervisor II supervises almost all of the office support staff in the Office and has responsibilities that are department-wide.

Assessor's Office Organization Chart



Duties and Responsibilities

The major areas of responsibility associated with this Office Supervisor II are:

- Staff supervision
- Assistance to the Commissioner and Chief Assessor
- Exemption requests
- Office management and budget preparation

The duties and responsibilities associated with each of these areas will be discussed below and include an assessment of how those changes have impacted the two major drivers of job classification, namely the level of knowledge, skills, abilities and competencies required to perform work and level of responsibility associated with the job. Two other compensable factors, effort and working conditions/environment, will also be considered, although these factors account for a minor part of the evaluation.

Staff Supervision

This position supervises a total of 10 employees—8 Office Assistants III, a Program Assistant II, and Accounting Assistant II. The Office Assistants and Accounting Assistant are considered

high-level office support positions involved with more complex processes. The Program Assistant II is considered a technical, semiprofessional position. Work processes managed by the Office Supervisor II include: billing and payroll; property combinations, divisions and status changes; the Office's reception area; filing and recordkeeping; electronic appointments for Appraisers; deed processing; personal property recording; and appeals before the Board of Review.

Supervisory duties include the full range of work associated with supervising and managing employees and work processes, including hiring, coaching, training, and disciplining employees; assigning work; checking work in progress; planning and scheduling work; scheduling employees; and ensuring that work performance standards are met. This portion of the job requires more than 50% of the position's time and has a significant impact upon the overall effectiveness of the department.

Three years ago this position supervised 5 Office Assistants III. When a management position of Systems and Administration Supervisor, SG 07, was eliminated following the retirement of the employee filling the position, the Office Supervisor II began supervising 5 additional employees, thereby acquiring responsibility for virtually all office-related work processes and employees in the Assessor's Office. Due to the significant impact this position has upon the effectiveness of the department, the Office Supervisor II is considered an integral part of the Office's management team and is included in virtually all management team meetings.

Assistance to the Commissioner and Chief Assessor

Providing assistance to the Commissioner of Assessments and Chief Assessor consumes approximately 25% of the position's time and includes a number of duties such as logging and following up on correspondence; preparing routine and nonroutine correspondence; maintaining confidential personnel files; compiling assessment and tax data; arranging and coordinating travel requests; maintaining and revising policies, operating manuals, and the Office's employee handbook; arranging meetings; preparing the Annual Report of Assessments and Taxes and other reports; preparing minutes from staff meetings on a rotated basis; and other work related to office management.

Exemption Requests

Each year the Assessor's Office receives 75 to 80 requests from organizations to exempt their property from taxation. (Organizations currently having an exemption are required to submit updated information every 2 years.) Requesting organizations are required to submit information regarding their purpose and activities and provide supplemental information so that a proper determination can be made regarding their tax status. In the past, the Commissioner and Chief Assessor handled all of the steps in the exemption request process.

During the recent past the Office Supervisor II created a database to track exemption requests. Later, the employee filling the position began reviewing the data submitted by organizations for accuracy and completeness and explaining the standards for exemption contained in State Statutes to organizational representatives over the phone and in person. When the Office Supervisor II found that information was missing in a request she initiated correspondence requesting the needed information. Once files are complete, they are submitted to the Commissioner and Chief Assessor for their review and finding.

The effect of these expanded duties was to increase the level of responsibility associated with the position and also increase the level of knowledge and skill required for successful job performance. From an organizational view, it appears that the Commissioner and Chief Assessor are now able to work more effectively in dealing with exemption requests.

Office Management and Budget Preparation

The position under study ensures that the Assessor's Office obtains all necessary equipment, materials, and supplies required and coordinates requests regarding facilities and equipment. A new set of tasks, formerly performed Systems and Administration Supervisor, SG 07, involves preparation of the department's budget. This responsibility was added to the position approximately 8 months ago and the employee filling the position is learning this aspect of the job. This year the employee compiled an initial budget, based upon last year's budget and projected hires and retirements, for the Commissioner's consideration. Although the department's budget is relatively straight forward, because it consists primarily of employee salaries and benefits, the addition of this responsibility raises the level of responsibility for the position.

Knowledge, Skills, Abilities, Competencies

Discussions with the employee filling the position, as well as the Commissioner of Assessments, and Chief Assessor lead us to the conclusion that the new requirements for this position are a bachelor's degree in business administration or equivalent work experience and 3 years of supervisory experience. The requirements for the set of duties previously performed were a high school diploma and 5 years of high-level office support work that included supervisory experience.

Noteworthy knowledge, skills, abilities, and competencies associated with the successful performance of the job as it currently functions are:

- Ability to train, supervise, motivate, coach, discipline, and direct staff
- Knowledge of the City's assessment process
- Knowledge of rules and statutes governing property assessment
- Ability to successfully carry out multiple duties, assignments, special projects, and responsibilities simultaneously
- Ability to compile and summarize complex data
- Ability to explain assessment processes and the standards and process used to exempt property from taxation to members of the public
- Expert ability in using office software and hardware

Analysis

The job analysis indicates that the level of responsibility associated with this position has increased significantly since it was established some 12 years ago. Due to the fact that this position performs a unique combination of administrative duties and responsibilities not associated with any specific occupational area, such as engineering, accounting, information technology, nursing, or the like, no comparable position exists in the labor market. We must therefore rely on internal comparisons to determine an appropriate level for this job.

Broadly speaking, the nature of work performed by this position could be characterized as general office administration work not requiring specific occupational education that requires the ability to supervise a staff. The job classifications most commonly associated with this type of work resides in the Administrative Specialist series.

| Job Classification | SG | Current Range of Pay |
|---------------------------------------|----|----------------------|
| Business Operations Manager | 08 | \$57,028 - \$79,836 |
| Administrative Specialist-Sr. | 04 | \$44,194 - \$61,871 |
| Administrative Specialist | 02 | \$38,902 - \$54,455 |
| Executive Administrative Assistant II | 02 | \$38,902 - \$54,455 |

As the title suggests Executive Administrative Assistants II function as executive secretaries, specifically for elected officials.

Positions assigned to the Administrative Specialist series function as generalist professionals in an office environment or perform as lead workers or supervisors. The minimum requirements for Administrative Specialists at the Salary Grade 02 level are 4 years of responsible clerical experience. (A bachelor's degree in a relevant area may be substituted for years of experience on a year-for-year basis.) At the Senior level in Salary Grade 04, the minimum requirements are a bachelor's degree in business administration or other relevant area and two years of relevant job experience.

Job Evaluation Factors

The Department of Employee Relations uses the following job evaluation factors, weighted as indicated, to assess managerial and supervisory positions.

| | |
|------------------------------|-----|
| Impact and accountability | 45% |
| Knowledge and skill | 35% |
| Relationships responsibility | 15% |
| Working conditions | 5% |

The following job classifications were used to compare the level of impact and accountability, knowledge and skill, relationships responsibility, and working conditions with the Office Supervisor II in the Assessor's Office. Following is a brief summary of each job.

Administrative Specialist-Senior, Salary Grade 04, Milwaukee Public Library

This position is responsible for a number of Library-wide business services. They include: telephone operations; office support services; purchasing and procurement services; and developing and implementing procedures that affect the Library's business operations. It should be noted that purchasing and procurement work has an added responsibility in the Library because the Library has independent purchasing authority under State Statutes. This position supervises a staff of 7.

Administrative Specialist-Senior, Salary Grade 04, Milwaukee Public Library

This position oversees all of the work and employees required to operate the Library's lending system (called the circulation system) on a day-to-day basis. This includes the establishment of policies and procedures in conjunction with others and the independent establishment of job performance standards for employees. This position directly supervises two Library Circulation Assistants III and is responsible for 75 employees on a daily basis.

DPW Customer Service Supervisor, Salary Grade 05, Department of Public Works.

This position supervises the City's centralized Call Center located in the Department of Public Works. Responsibilities include establishing job performance standards, creating and maintaining protocols for the Center's operation, training employees, personally handling difficult calls, and preparing statistics and reports. One of the requirements of the position is an understanding of DPW construction and work processes. This position supervises a staff of 5.

Administrative Services Supervisor, SG 05, Department of City Development

The basic function this position is to oversee several critical administrative functions for the Department of City Development. These responsibilities include managing the Department's facilities usage, which requires coordination with DPW and outside companies; oversight of payroll and employment records; coordination of communications and files submitted to the Common Council; and undertaking special projects for the Commissioner of City Development. The position supervises a staff of 5.

Police Payroll Supervisor, Salary Grade 06, Milwaukee Police Department

This position oversees the entire payroll process for the Milwaukee Police Department consisting of some 2,500 employees. This includes establishing work protocols and job performance standards and quality control to ensure that payroll, benefits, and personal information is entered into the HRIS system correctly and on time. This position is also required to interpret labor contracts and solve sensitive payroll questions. This position supervises a staff of 5.

Customer Services Supervisor, Salary Grade 07, City Treasurer's Office

This position supervises the day-to-day operations of the Customer Services Unit in the City Treasurer's Office. It oversees a number of functions, including the preparation of on-line tax bills, special improvement bonds, and accounts receivable invoices; and the preparation of daily reports to record receipts, disbursements, and adjustments. The position also performs duties related to tax collection, including representing the City Treasurer's Office at monthly Board of Review meetings and implementing Common Council Resolutions related to the remission or payment of property taxes or special assessments. This position supervises a staff of 10 plus an additional 15 employees during tax collection season.

Conclusion


Considering each of the jobs listed above, it appears that the impact and accountability associated with the Office Supervisor II is somewhat higher than the responsibility exercised by the Administrative Specialist-Senior positions in the Milwaukee Public Library because the position has responsibility for all office support functions for a single department. The level of impact and accountability does not, however, appear to be as high as that associated with the Customer Services Supervisor in the Treasurer's Office or Police Payroll Supervisor. The position in the Treasurer's Office oversees the collection of very large sums of money and plays a critical role in providing good customer service for tax payers. The breadth of responsibility in the Police Department is significant, overseeing payroll, benefits, and employee records for 2,550 employees.

The best match for the Office Supervisor II in terms of impact and accountability as well as knowledge and skill and relationships responsibility, appears to be a position of Administrative Services Supervisor, Salary Grade 05, in the Department of City Development. A report regarding a position in this job classification was submitted to your Commission in February of this year.

This conclusion was reached after considering the scope of responsibilities, meaning the number of different activities for which a position or person is responsible, the number of employees supervised, consequence of error, and effect of quality of job performance. In the case of the Office Supervisor II, the consequence of error and effect of quality of job performance would be considerable and immediate because of the relatively smaller organization in which it functions.

Recommendation

It is therefore recommended that the Office Supervisor II in the Assessor's Office be reclassified to Administrative Services Supervisor in Salary Grade 05.

Prepared by: 
Laura Sutherland, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director

Department of Employee Relations

JOB EVALUATION REPORT

City Service Commission Meeting: July 8, 2008

Department: Health

This report recommends the appropriate classification and compensation level for two new positions in the Health Department. In reviewing these positions, staff analyzed new job descriptions and held discussions with management representatives. The following chart summarizes the recommended classifications.

| Current | Request | Recommendation |
|--------------|------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| New Position | Ecocultural Family Interview Program Manager SG 006 (\$50,206 - \$70,295) | Ecocultural Family Interview Program Coordinator SG 005 (\$47,109 - \$65,957)(2008 Rates) |
| New Position | Public Health Nurse PG 666 (\$43,182 - \$53,026) | Public Health Nurse PG 666 (\$43,182 - \$53,026)(2006 Rates) |

Action Required

In the Salary Ordinance, under Salary Grade 005, add the title "Ecocultural Family Interview Program Coordinator".

In the Positions Ordinance, under Health Department, Family and Community Health Services, Maternal and Child Health Division, Ecocultural Family Interviewing Assessment Grant, delete one position of "Health Project Coordinator (D)" and add one position of "Ecocultural Family Interview Program Coordinator (D)". Under Maternal and Child Health Division, Women's, Infant's, and Children's Grant (C), add one position of "Public Health Nurse (C) (X)".

| | | |
|---------------------|---------------------------------------------------------|---------------|
| Current: | New | |
| Request: | Ecocultural Family Interview Program Manager | SG 006 |
| Recommended: | Ecocultural Family Interview Program Coordinator | SG 005 |

The basic function of this position is to provide overall leadership, oversight, coordination, and implementation of the Ecocultural Family Interview Project. This includes providing oversight for achievement of all grant goals and objectives, overseeing the interviews with project families, collecting and analyzing data, writing regular reports on project goals and objectives, providing oversight and consultation to the project team, managing the budget, developing contracts, identifying training needs, and ensuring the assessment tool does not duplicate existing home visiting data collection activities and that protocols are coordinated, effective, and standardized. Specific duties and responsibilities are as follows:

75% Program Management and Development

- Develop, integrate, and monitor grant goals, objectives, and outcomes; provide direction to ensure that the Milwaukee Health Department (MHD) is able to achieve project objectives and outcomes; coordinate the design and testing of the instrument with program staff to meet identified needs of the population; implement appropriate evaluation processes related to home visiting services; ensure quality control and consistency in ecocultural interviews with

project families; facilitate the collection of data and analyze data for further program development and refinement; plan, execute, and monitor contracts with home visiting partners and academic partners, as needed; monitor and prepare budgets, contracts, and program reports; assure implementation of quality improvement strategies, and develop and maintain community referral sources for the project; write grant reports using data findings from instrument testing and other sources to ensure that the Tool is valid and reliable; work closely with other MHD managers, including the MHD Associate Medical Director, Manager of Nursing Practice, Division Managers, and Program Managers; and interact with City Government units, non-city agencies, and community based organizations as necessary; and provide professional expertise to related MHD projects, proposals, and undertakings as needed.

15% Supervision

Direct and supervise relevant MHD staff and community partners; hold monthly staff meetings that promote services provision and program accountability; monitor and implement sufficient staff supervision that ensures the development of realistic and effective plans to revise, test, and implement the Ecocultural model; work with the MHD Personnel Office and Purchasing/Contracts Office regarding personnel/contracting issues; and conduct staff hiring, interviewing, and evaluation process according to established MHD protocols.

10% Community Collaboration

Collaborate with a variety of MHD programs, community based organizations, the State Division of Health, managed cared organizations, physician networks, non-traditional partners and other organizations to integrate services in the Milwaukee community and assure completion of program goals, objectives, and outcomes; serve as primary spokesperson for the Ecocultural Family Interview Project on behalf of MHD; represent the MHD at relevant meetings, on subcommittees, and in community efforts related to the dissemination of the ecocultural family interview tool; participate in other coalitions and initiatives to coordinate the utilization and implementation of the Tool in efforts to garner long-term support for infrastructure improvements within our home visiting programs; and perform other duties as needed or assigned

The requirements of this position include a Bachelor's Degree in Social Work, Administration, Public Health, Management, or related field; three years of progressively responsible experience in Public Health, Health Education, Nursing, Social Work, or related field with an emphasis on family assessment; and three to five years of experience specifically in program management in the areas of program planning, budget development and monitoring, project and survey development, research and data analysis, team management, and quality assurance. Equivalent combinations of education and experience may also be considered.

Analysis

This new grant funded position will be the Project Manager for the Ecocultural Family Interview Project in the Family and Community Health Services Division which is scheduled to begin this summer. It is funded by the Wisconsin Partnership Program which has awarded almost \$500,000 over a three year period for this project. The position will directly supervise one position of Office Assistant II and will oversee the work of two Health Social Worker positions. Comparisons were made to other management positions including the following:

Nutritional Coordinator in SG 005 which is responsible for the overall coordination of the City of Milwaukee's community nutrition efforts which includes working in collaboration with private, public, volunteer and City sectors to assure treatment, follow-up, counseling, and education; support Health

Department programs impacting nutritional services and provide direction for assessment, planning, implementation, and evaluation; and serving as a nutritional consultant and liaison to the community and professional groups. There is no direct supervision and requirements include a Master's Degree in Nutrition and at least two years of experience as a Nutritionist or a Bachelor's Degree with four years of experience. Equivalent combinations of education and experience may be considered.

Lead Project Coordinator (CDBG) in SG 005 which facilitates compliance with the Housing and Urban Development (HUD) lead-based paint regulations for housing receiving federal assistance through policy development and refinement, program coordination, and technical assistance and training; and provides leadership and oversight for planning, implementation, and evaluation of strategies that integrate lead safe housing standards and work practices into the City of Milwaukee's Community Development Block Grant (CDBG) program. There is no direct supervision but the position does serve as a leadworker for three positions of Environmental Health Specialists/Inspectors and provides oversight to other positions related to lead-safe housing practices. Requirements include a Bachelor's Degree in Environmental Health, Natural/Physical Sciences, Engineering, Architecture, Business Administration or closely related field and knowledge and experience in lead hazard reduction, risk assessment/paint inspection, housing maintenance, and/or residential construction. Equivalent combinations of education and experience may also be considered.

Environmental Health Field Supervisor in SG 006 which supervises, trains, and coordinates both inspection and technical staff assigned to the Childhood Lead Poisoning Prevention Program (CLPPP) within the Home Environmental Health Division; assigns staff work, evaluates performance, and institutes quality controls measures for all aspects of the environmental field program; participates in lead program policy development, implementation, and evaluation, data collection, training, and integration of primary and secondary interventions. The position supervises a total of 14 employees. Requirements include a Bachelor's Degree in Environmental Health, Public Health, Natural/Physical Sciences, Engineering, Architecture, Business Administration, or related field and four years of lead risk assessment experience (as a certified lead risk assessor) including at least two years of administrative leadership, program management, or coordination experience. Equivalent combinations of education and experience may also be considered.

Environmental Health Supervisor in SG 006 which supervises six to eight Environmental Health Specialists in the Consumer Environmental Health Division. These positions perform inspections and enforcement activities for food handling and processing facilities and weighing and measuring devices. The duties and responsibilities include monitoring the accuracy and appropriateness of orders, legal actions, and other records by staff before further action is taken; planning and coordinating the enforcement of the inspection codes and the city's convenience store safety ordinance; and conducting training programs for staff. Requirements include a Bachelor's Degree in Environmental Health or related area and two years of experience as an Environmental Health Specialist. Equivalent combinations of education and experience may be considered.

The position under study is most similar to the positions of Nutritional Coordinator and Lead Project Coordinator (CDBG) in Salary Grade 005. Both of these positions have little or no supervisory responsibilities but they do have extensive program responsibilities and are involved with planning, implementation and evaluating program strategies and results. They also work with community partners to help make their programs a success. The positions of Environmental Health Field Supervisor and Environmental Health Supervisor in Salary Grade 006 have extensive supervisory responsibilities over work that is sensitive and often controversial. Both positions are involved with overseeing interventions that can sometimes result in legal orders.

Although the position under study will be responsible for implementing a new high profile program that involves almost \$500,000 over a three year period the level of duties and responsibilities are

most similar to other positions in Salary Grade 005. We also recommend the title of "Ecocultural Family Interviewing Program Coordinator" since the term "Manager" is usually reserved for higher level positions with greater supervisory or oversight responsibilities.

Recommendation

Based on the above analysis we recommend this new position be classified as "Ecocultural Family Interviewing Program Coordinator" in Salary Grade 005.

| | |
|---------------------|-----------------------------------|
| Current: | New |
| Request: | Public Health Nurse PR 666 |
| Recommended: | Public Health Nurse PR 666 |

The basic function of this position is to provide a variety of population based and individual nursing activities in the Women, Infants and Children (WIC) Clinics. Duties and responsibilities include the following:

85% Clinic Services

Perform activities in the WIC Clinics such as individual and/or group pre-natal assessment/counseling on fetal growth and development and signs and symptoms of pre-term labor; individual and/or group assessment/counseling of the interconceptional woman and her infant; pregnancy testing; participate in the First Breath Program to support smoking cessation and increase awareness of the dangers of second hand smoke; provide information and referral to Early Identification and Detection of Pregnancy (EIDP) Program; educate on sleep environment; support and promote breastfeeding; folic acid supplementation; infant development assessment; follow-up of high risk participants who have not returned to WIC; administer immunizations based on MHD policy to WIC participants as appropriate; refer client/family as appropriate to Public Health Nurse Coordinators and/or community resources; investigate cases of reported or suspected communicable disease; document care plan/education/referral tabs in the WIC ROSIE system; and assess WIC participant needs for input into MHD programs.

15% Other Responsibilities

Perform Competent Professional Authority (CPA) duties, Clinic Assistant duties, and office duties as needed; conduct home visits per manager's discretion; assist in the mentoring of other professionals demonstrating Public Health Nursing skills emphasizing the role of public health in the community; respond to Public Health emergencies as assigned; and perform other duties as assigned.

The requirements of this position include a bachelor's degree in Nursing and one to two years of related experience is preferred. Other requirements include a current permit or license to practice professional nursing in the State of Wisconsin or eligibility to receive such permit and ability to maintain such license throughout employment and an ability to work with word processing, database, and spreadsheet software applications.


Analysis


This new grant funded position will be assigned to the Women, Infant, and Children (WIC) Clinics and will have duties and responsibilities consistent with those of other Public Health Nurse positions such as performing individual and/or group assessments and counseling; referring clients to appropriate community resources; and investigating cases of reported or suspected communicable disease.

Recommendation

We therefore recommend that this new position assigned to the WIC Program be classified as Public Health Nurse in Pay Range 666.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by:  HK
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting: July 8, 2008

Department: Health

| Current | Request | Recommendation |
|-----------------------------------------------------------|-----------------------------------------------------|-----------------------------------------------------|
| Microbiologist III-vacant PR 644 (\$50,493 - \$61,355) | Lead Microbiologist PR 646 (\$56,388 - \$67,631) | Lead Microbiologist PR 646 (\$56,388 - \$67,631) |

Action Required

In the Salary Ordinance, under Pay Range 646, add the title "Lead Microbiologist."

In the Position Ordinance, under Health Department, Laboratory Services Division, delete one position of "Microbiologist III" and add one position of "Lead Microbiologist."

Background

On June 26, 2008, the Commissioner of Health, Bevan Baker, requested that a position of Microbiologist III be studied for possible reclassified to Lead Microbiologist. In his correspondence to the Department of Employee Relations, the Commissioner of Health stated that "the Microbiologist III has changed significantly in technical scope and level of responsibility since the last job description was written and evaluated in 1990."

In studying this request, the staff reviewed a revised job description for the position written by the Health Department and discussed the job with Ray Weitz, the Health Department's Personnel Officer and Dr. Stephen Gradus, Public Health Laboratory Director.

Duties and Responsibilities:

This position functions in the Microbiology Section of the Division of Laboratory and Epidemiology Services. Its basic function is twofold: to perform routine and complex molecular laboratory tests in support of the Health Department's programs; and assist the Chief Microbiologist in day-to-day operation of the division, including serving as a lead worker. The tests performed by Microbiologists include those for waterborne pathogens, communicable and emerging infectious diseases, and food borne diseases.


New duties and responsibilities include:

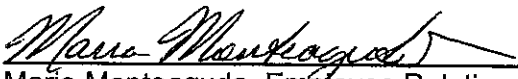
- Serving as a lead worker for 7 other Microbiologists at the III and II level. Lead worker duties include approving completed work, training employees, monitoring work in progress, and troubleshooting complex issues.
- Functioning as technical expert for bioterrorism procedures, tests, and protocols
- Overseeing the Waterborne Pathogens Laboratory

- Implementing Clinical Laboratory Improvement Amendments (CLIA) Standards that enable the Laboratory to maintain its certification to perform tests on human specimens.
- Taking a lead role in trouble shooting complex instrumentation
- Taking a lead role, from a scientific point of view, for the Laboratory's information system.

As the result of the addition of these new duties and responsibilities, it is our recommendation to reclassify this vacant position of Microbiologist III, Pay Range 644 to Lead Microbiologist, Pay Range 646.

Prepared by: 
Laura Sutherland, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting: July 8, 2008

Department: Port of Milwaukee

| Current | Request | Recommendation |
|----------------|------------------------------------------------------------|------------------------------------------------------------|
| 1 New Position | Engineering Technician II PR 602 (\$35,390 - \$43,351)* | Engineering Technician II PR 602 (\$35,390 - \$43,351)* |

*2006 Rates

Action Required – No action required

Background

This position was established in the 2008 City budget, at the level of an Engineering Technician II. As with all newly established positions, this position was studied for proper classification and related compensation by the staff of the Department of Employee Relations.

In studying this request, a job description written by the Port was reviewed and discussions were held with Lawrence Sullivan, Management Civil Engineer IV, responsible for all engineering work performed at the Port.

Duties, Responsibilities, and Requirements

The Port's engineering staff consists of a Management Civil Engineer IV, Civil Engineer III, and Civil Engineer II. These positions are responsible for performing all engineering work required to maintain the Port's facilities on 400 acres of land that include the Summerfest grounds and Art Museum; 15 docks; 5 terminals; 5 mobile cranes; a 200-ton stiff leg crane; 13 miles of railroad tracks used by two major railroads; a 200,000-square foot warehouse; and many seawalls.

The basic function of this Engineering Technician will be to perform a combination of technical office and field work in support of the Port's engineering work. The Technician's duties will include:

- Maintaining and troubleshooting the Port's computer network, including hardware and software, and GIS (geographic) system
- Inspecting and documenting all of the Port's facilities and public/private dockwalls
- Organizing and maintaining engineering records, drawings, pictures, and files
- Performing land surveys and calculations
- Measuring and plotting harbor waterways
- Preparing reports, sketches, charts, maps, graphs, plans, and drawings
- Collecting, analyzing, and recording data for various purposes
- Collecting samples of soil and asphalt for testing.

The duties listed at the top of the list —maintaining the Port's computer network, inspecting and documenting the condition of the Port's facilities, and organizing and maintaining engineering records—are the most critical.

The job analysis indicates that the most important knowledge, skills, abilities, and competencies associated with this job are:

- Ability to use computerized aided drafting software to produce plans, maps, drawings, and other documents
- Ability to use geographic information systems (GIS)
- Ability to maintain and troubleshoot the Port's computer network, including hardware and software
- Ability to organize and maintain engineering records and files
- Ability to perform land surveys and related calculations
- Ability to collect samples of soil and other materials, maintaining a chain of custody
- The ability to swim and operate an outboard motor (required for taking soundings from a boat)
- Ability to take initiative
- Ability to work as independently and as a part of a team

Analysis:

The US Department of Labor's *Occupational Outlook Handbook* provides the following description of the work performed by Engineering Technicians.

Engineering technicians use the principles and theories of science, engineering, and mathematics to solve technical problems in research and development, manufacturing, sales, construction, inspection, and maintenance. Their work is more narrowly focused and application-oriented than that of scientists and engineers. Many engineering technicians assist engineers and scientists, especially in research and development. Others work in quality control, inspecting products and processes, conducting tests, or collecting data. In manufacturing, they may assist in product design, development, or production.

The nature of work performed by Engineering Technicians in the City of Milwaukee is a combination of field and office work requiring the use of mathematics and engineering principles in support the work of higher level engineers. Due to the fact that the City employs a large cadre of civil engineers, many Engineering Technicians perform work related to the repair and construction of roads, streets, and alleys. Others work with electricians and electrical engineers in the construction, repair, and maintenance of the City's traffic and lighting systems. Lastly, some Engineering Technicians work with sewer and water systems.

The nature of work that will be performed by the position under consideration in this report fits squarely within the nature of work performed by other Engineering Technicians in the City. The level of work performed appears to be consistent with that of an experienced Engineering Technician, at the "II" level of the Engineering Technician series. For reference, the requirements for Engineering Technician I, II, and IV are provided in the following chart:


Requirements for Engineering Technician I, II, and IV


| Title | Minimum Requirements | Equivalencies | Source |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| Eng Tech IV | 5 years of sub-professional engineering experience, at least 2 years of which must have been at the level of an Eng Tech II or Eng Drafting Tech II or higher in the Department of Public Works. | College level engineering curriculum courses in which an average grade equivalent to C or higher was earned may be substituted for up to a maximum of 3 years of the required experience. Substitution will be made on the basis of five credits = 3 months of experience and no substitution will be made for less than 5 credits. | 12/29/05 exam announcement #05-117TR |
| Eng Tech II | 2 ½ years of experience as an Eng Tech I or equivalent experience with an engineering consulting firm, company, or governmental agency. 1 year of experience as an Eng Tech I with the City. Experience must be immediately preceding the date of the exam. | College level credits in appropriate engineering curriculum coursework for which an average grade equivalent of C or better was earned may be substituted for up to one year of the required experience on the basis of 5 credits = 3 months of experience. | 2/24/2000 exam announcement #000-055 |
| Eng Tech I | 2 semesters of algebra and 2 semesters of geometry (of at least high-school level). | Full-time work experience closely related to this position may substitute for the required coursework as follows: one year of experience equals 2 semesters of coursework | 10/07/04 exam announcement #04-110 |

It should be noted that the highest level of Engineering Technician is compensated at the same level as a Civil Engineer I, a position that requires a bachelor's degree in civil engineering.

Recommendation

We therefore recommend that the position under consideration in this report be classified as an Engineering Technician II in Pay Range 602.

Prepared by: 
Laura Sutherland, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting: July 22, 2008

Department: DPW-Administrative Services Division

| Current | Request | Recommendation |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|----------------------------------------------------------------------------------------------------------------|
| DPW Customer Service Supervisor SG 05 (\$47,109 - \$65,957) Incumbent: Anthony Sherwin Current Rate: \$50,863 | To Be Studied | DPW Customer Service Supervisor SG 005 (\$47,109 - \$65,957) No Change |
| Customer Service Representative III PR 445 (\$34,767 - \$38,474)* Incumbent: Martha Austin Current Rate: \$38,474* | To Be Studied | Communications Assistant IV PR 455 (\$36,362 - \$40,539) New Rate: \$39,094 |
| Customer Service Representative II PR 435 (\$33,316 - \$36,708)* Incumbents and Current Rates: Mary Mc Partland - \$34,077* Angela Pickens - \$34,767* Naomi Miller - \$36,708* | To Be Studied | Communications Assistant III PR 445 (\$34,767 - \$38,474) New Rates: \$34,767 \$35,544 \$37,221 |

*2006 Rates

Action Required

In the Positions Ordinance,

Under the Department of Public Works, Administrative Services Division, DPW Call Center, delete one position of "Customer Service Representative III" and three positions of "Customer Service Representative II", and add one position of "Communications Assistant IV" and three positions of "Communications Assistant III".

Under the Department of Public Works, Administrative Services Division, Auxiliary Positions, delete one position of "Customer Service Representative II" and add one position of "Communications Assistant III".

Background

In a letter dated April 11, 2005, Jeffrey Mantes, Commissioner of Public Works, requested a study for reclassification of numerous positions in the Department of Public Works (DPW). Many of the positions have already been studied and reported on. This particular report focuses on five positions located in the DPW Call Center: DPW Customer Service Supervisor, one position of Customer Service Representative III, and three positions of Customer Service Representative II. Job Descriptions and Job Analysis Questionnaires were reviewed and discussions were held with the current incumbents and Dorinda Floyd, Administrative Services Division Manager.

The Department indicated that there have been a number of changes in the DPW Call Center:

- The number of calls per year has increased from 99,000 in 1999 to 185,246 in 2007. The DPW Call Center now also responds to several thousand online requests for service.
- There has been an increase in the number of DPW Divisions and Sections that have the DPW Call Center complete and process requests for service. This requires obtaining more

extensive information, being able to answer questions and explain policies, and in some cases place a follow-up call. The Divisions and Sections that the Call Center currently services include Sanitation, Forestry, Street Lighting, Street Maintenance, Sewers, Traffic Signs, and Traffic Signals. Some of these calls are urgent in nature such as street lighting and traffic control outages, flooding in streets and basements, and branches and trees down.

- The DPW Call Center also is more involved with emergency events such as snowstorms and city-wide flooding. Hours have occasionally been expanded from 6 am to 7 pm during the week plus Saturday and Sunday hours to handle the extra calls.
- The introduction of the City's hotline number of "286-CITY" has provided a simpler way for City residents to call with questions or requests for service. Twenty to thirty percent of those who call this number opt out of the voice recording and their phone call goes to the DPW Call Center. These calls may or may not be related to the Department of Public Works but the employees in the Call Center direct the call to the correct City Department or Division or to an outside Government agency or department such as Milwaukee County or the State of Wisconsin.

Current: DPW Customer Service Supervisor SG 05
Recommendation: No Change

The basic function of this position is to be responsible for managing the DPW Call Center including the processing of phone calls for service and online service requests. Duties and responsibilities include the following:

- 70% Manage the daily operations of the DPW Call Center which includes supervision; reviewing all citizen requests for information and services; monitoring all requests to ensure they are processed in a timely, accurate, and professional manner; monitoring staff and their interactions with the public and taking corrective action when appropriate; mediating customer complaints; making operational changes when necessary to address changes in call volume; working closely with DPW Divisions to keep informed of their respective operations and programs and to ensure that staff is well informed; providing operational goals, general policy guidance, and specific directions when special support services are required; exploring ways to be more proactive in delivering DPW services in a cost efficient and effective way; and recommending changes to the Call Center application and online service request form to improve data entry, accuracy, and delivery of services.
- 20% Oversee knowledge management and training of staff which includes conducting regular meetings with DPW Division Heads to discuss ways to improve service delivery, stay updated on current operations, and educate the public on DPW services; ensuring staff is trained in and applying the latest techniques in customer service; ensuring staff is knowledgeable of DPW operations and keeping them updated on any policy or program changes; updating Call Center Information Manual to reflect changes in service areas and to be comprehensive as possible in all areas of City and other levels of government; and employing strategies to manage stress and reinforce team building while ensuring a positive and productive work environment.
- 10% Coordinate statistics and prepare reports which include preparing and updating reports on Call Center statistics; monitoring call volume and other call statistics; and reporting results, as needed, to the DPW Administrative Services Director, the Finance and Planning Manager, other Division Heads, and Common Council Members.

Requirements include experience in customer service, public relations or related field; excellent verbal and written communication skills; dispute resolution skills; and an ability to work effectively during periods of high stress. A Bachelor's Degree in Personnel

Administration, Public Relations, Public or Business Administration or related area; knowledge of DPW field operations; excellent organizational skills; an ability to multi-task; and experience in supervision and with computers and applications are all highly desirable. Equivalent combinations of education and experience may be considered.

Changes to the Position

There have been some changes in the duties and responsibilities of this position as a result of the above listed changes to the DPW Call Center. For example, handling service requests for an expanded number of DPW Divisions and Sections has required this position to become more familiar with a variety of DPW policies and procedures and to stay updated so that the information provided by staff is correct. Initially, phone messages were handwritten and hand delivered. Now, with the addition of a computer software application, this position produces a number of reports regarding calls and service requests that can be utilized by DPW managers to track service requests; and schedule and route field crews and equipment. More recently, the DPW Call Center has been more involved with emergency events such as snowstorms and flooding and this position has been involved with coordinating and scheduling staff for expanded hours.

Analysis & Recommendation

Comparisons of this position were made to a number of other management positions including the following:

Fire Dispatch Supervisor in Salary Grade 004

The basic function of this position is to supervise the receipt of emergency, nonemergency, and inter-department calls, and to assure the prompt dispatch of the proper units or agencies to the scene of fire, medical, or any other emergency. The secondary duty is to supervise activities of assigned shift, and to set shift policies. Duties include maintaining discipline, submitting personnel review reports, assigning duties, conducting training sessions, and maintaining reports and records. This position directly supervises four to six Fire Equipment Dispatchers.

Parking Operations Supervisor in Salary Grade 005 (DPW – Administrative Services)

The basic function of this position is to manage the City's on-street parking program which includes about 6,400 parking meters generating annual revenue of over \$4 million dollars. Duties include the supervision of three Parking Meter Technicians, oversight of the coin collection and cash deposit contracts, design of on-street angle parking and parking meters, administration of the City's employee parking permit program, investigation and response to complaints, and coordination of multi-jurisdictional parking/traffic activities.

Parking Enforcement Assistant Manager in Salary Grade 006 (DPW – Administrative Services)

The basic function of this position is to be responsible for managing the Parking Information Desk on a 24/7 schedule including the handling of citizen parking inquiries and complaints, processing night parking permissions, and managing vehicle towing dispatch operations. This position also coordinates the Parking Information Desk with Parking Enforcement and Tow Lot Operations; and assists in the supervision of Parking Enforcement personnel. This includes responsibility for over twenty staff.

Telecommunications Supervisor in Salary Grade 006 (Police Department)

The basic function of this position is to administer the telecommunications system; supervise the actions of employees during the receipt of emergency (911) and nonemergency calls, and interdepartmental calls; ensure the prompt entry of assignments into the computer-aided dispatch system; maintain discipline and submit personnel review reports; conduct training; maintain records and reports; and oversee operations of the mailroom. This position supervises the actions of

employees during the receipt of emergency (911) calls, nonemergency calls and while dispatching police units. This position also has responsibility to instruct and train dispatchers and telecommunicators; update training manuals; and manage the audio recording system including the tapes, records and inventory.

Fire Dispatch Manager in Salary Grade 007

The basic function of this position is to administer the activities of the Communications Section and be responsible for the prompt receipt and dispatch of Fire Department forces. Duties include managing staff, maintaining discipline, establishing and monitoring section and department policies, coordinating training sessions, and maintaining a high standard of performance for personnel, equipment, and the work place. Position has responsibility for 26 positions and directly supervises five positions of Fire Dispatch Supervisor.

The position under study is stronger than the Fire Dispatch Supervisor in Salary Grade 004 as it is broader in scope and must be familiar with a number of different DPW policies and procedures. Although the position under study does not have the number of phone calls of an emergency nature it does have oversight of a number of difficult and stressful phone calls from residents who are upset regarding services or weather emergencies. The position under study is not as strong as the Parking Enforcement Assistant Manager or the Telecommunications Supervisor in Salary Grade 006. Although the Parking Enforcement Assistant Manager does not require the broad area of knowledge of DPW policies and procedures it does require an in-depth knowledge of parking and towing policies. It also has responsibility for over twenty staff and assists in managing the Parking Information Desk on a 24/7 schedule. The Telecommunications Supervisor also supervises work within a fast paced call center but many of the phone calls are 911 emergency phone calls that require an extensive area of knowledge and can have a high consequence of error. This position also has responsibility for training a large number of dispatchers and telecommunicators and managing the audio recording system. The Fire Dispatch Manager is also stronger since it has responsibility for a large staff and supervises five supervisory positions. The closest fit is the Parking Operations Supervisor in Salary Grade 005. Although this position does not oversee a call center it does oversee a multi-million dollar program within the same Division, provides various reports, oversees two large contracts, and supervises a staff of three.

Although the position under study has experienced some changes, a comparison to an earlier job description from 1999, indicates that the basic function of the position continues to be oversight of the DPW Call Center, previously referred to as the Citizen Information Center. There has been an increase in volume and complexity of calls but the addition of the computerized system for answering the phones has made the process for responding to requests for service and information more efficient and effective. The preparation of various reports is consistent with the work of many other management positions at Salary Grade 05.

Based on the above analysis we recommend no change for the classification of DPW Customer Service Supervisor in Salary Grade 05.

| | | |
|------------------------|---------------------------------------------------------|---------------|
| Current: | Customer Service Representative III – 1 position | PR 445 |
| Recommendation: | Communications Assistant IV – 1 position | PR 455 |

The basic function of this position is to respond to citizen complaints, requests for information, and suggestions for DPW services by phone, email; or the website, and enter those requests into the DPW Call Center database; and to act as leadworker in response to citizen complaints, requests for information, and suggestions for DPW services in the DPW Call Center. The duties and responsibilities include the following:

- 80% Telephone Inquiries - respond to all customer service inquiries for information or services and suggestions or complaints regarding DPW or general city services; be responsible for customer contact with other City Departments, elected and appointed officials, and private citizens in a timely and professional manner; provide assistance to other Customer Service Representatives as needed; expedite responses, and classify and record calls; assist in the preparation of summary reports indicating effectiveness and efficiency of the Citizen Information Center when assigned; suggest improvements in the operation; act as coordinator with all parties to ensure satisfactory resolutions of problems; report any deficiencies in the master database to the Customer Service Supervisor; aide the Customer Service Supervisor in the operation of the DPW Call Center; help train new Customer Service Representatives in the structure of DPW procedures and services, and in locating and providing information and proven ways of providing excellent customer service.
- 10% Assist in office support activities as assigned by the Customer Service Supervisor when needed.
- 10% Perform other duties as assigned by the Customer Service Supervisor.

Requirements include five years of experience in customer service, public relations, or similar area; knowledge of computer programs with a strong customer service orientation; and ability to use tact, be diplomatic, use a pleasant telephone manner and work within a stressful atmosphere. Knowledge of DPW and other government operations is highly desirable.

Changes to the Position

There have also been changes in the duties and responsibilities of this position as a result of all the changes in the Call Center including the need for knowledge of additional DPW policies, procedures and terminology. As the leadworker, this position is in charge when the supervisor is absent, takes the more difficult calls, and schedules lunches and breaks so as to provide continuous service. In addition, this position is also responsible for responding to all online requests for service and information which amounts to several thousand requests per year.

Analysis & Recommendation

In studying this position we reviewed various job specifications. The specification for the current classification of Customer Service Assistant III includes the following:

Customer Service Representative Job Series

This series includes office support positions that provide direct service and assistance to customers, both internal and external to City government, at least 70% of their working time. The significant amount of customer contact, whether written, electronic, or in-person, coupled with working in a designated customer service and/or computer help desk area are the distinguishing characteristics of this job series.

Positions included in this series often act as liaisons between customers and a particular public City service or program. As such, they represent the City in responding to and resolving customer problems. They also maintain moderately complex records, including bills and related financial records, and sometimes handle cash and other types of payments.

The various levels of Customer Service Representative are distinguished from each other by the amount of independent judgment exercised, impact an error would have, type of problems solved, and responsibilities for the work of others.

These positions, even at the lowest level, are typically filled by experienced office support personnel who possess excellent interpersonal communication skills and an interest in and affinity for working directly with customers in answering questions and solving problems.

Customer Service Representative III

The Customer Service Representative III is distinguished from the II level by a greater responsibility for independently determining and granting large billing adjustments, resolving more complex customer problems, issuing larger repair orders, occasionally serving as a leadworker, and calculating and issuing final billings.

Although the position under study does provide direct service and assistance to customers it does not maintain moderately complex records, including bills or financial records, nor does it handle cash or payments. A better fit is the Job Series described below

Communications Assistant Job Series

The primary function of positions in the Communication Assistant series is to facilitate the transfer of information between City operations and its internal and external customers. The importance of this role and the amount of time spent in communications is what distinguishes these positions from other office positions in City government. Communication Assistants spend virtually all of their time obtaining information from various sources and conveying information to others using a variety of communication devices and in direct face-to-face contact. Positions may communicate with either internal or external customers. Positions in this series may be assigned secondary duties, such as record keeping or greeting visitors, but the performance of the primary function generally takes precedence over secondary duties. It is expected that interruptions during the performance of secondary duties may be frequent.

Upon reviewing the changes to this position and comparing it to the five levels of Communications Assistant, it appears that the best fit for the position under study is Communications Assistant IV in Pay Range 455 as described below:

Communications Assistant IV

Communications are varied and problem solving or trouble shooting may be required in order to handle the situation. Matters are of a technical nature and require substantial technical knowledge in order to process.

The position under study must have extensive knowledge of a variety of DPW policies and procedures. The other staff members look to this position for the leadworker role in problem solving and to handle the more difficult calls in the absence of the DPW Customer Service Supervisor. Other Communications Assistant IV positions in the City also serve as leadworkers.

The classification of Communications Assistant V is reserved for positions with even greater responsibility for solving/troubleshooting problems with a greater consequence of error. These positions require the ability to work with very complex information such as in Water Engineering and currently are limited to the Control Center at the Milwaukee Water Works.

Based on the above analysis we recommend this position be reclassified from Customer Service Representative III in Salary Grade 445 to Communications Assistant IV in Salary Grade 455.

Current: Customer Service Representative II – 3 positions PR 435
Recommendation: Communications Assistant III – 3 positions PR 445

The basic function of this position is to respond to citizen complaints, requests for information, and suggestions for DPW services by phone and enter those requests into the DPW Call Center database. The duties and responsibilities include the following:

- 95% Telephone Inquiries - respond to all customer service inquiries for information or services, and suggestions or complaints regarding DPW or general city services; be responsible for customer contact with other city departments, elected and appointed officials, and private citizens in a timely and professional manner; expedite responses, and classify and record calls into the DPW Call Center database; classify calls according to service/complaint and either answer with appropriate response if DPW is not responsible or enter the request for the proper DPW Division; use knowledge of DPW Call Center database to access past entries to answer customer inquiries and make follow-up calls to customers and servicing Divisions to ensure customer satisfaction; and perform other duties as assigned.
- 5% Alert Supervisor to special cases - when the data entry program seems unusual or if response to a DPW field request seems inappropriate.

Requirements for this position include five years of experience in customer service, public relations, or similar field; knowledge of computer programs with a strong customer service orientation; and ability to use tact, be diplomatic, use a pleasant telephone manner and work within a stressful atmosphere. Knowledge of DPW and other government operations is highly desirable.

Changes to the Positions

These positions have also been affected by the changes listed above which require additional knowledge of various DPW programs and policies. The biggest responsibility for these positions is to provide accurate information. The most difficult part of the job is the many callers who are upset and in need of assistance. These positions require good interpersonal skills to process the calls and refer them appropriately.

Analysis & Recommendation

The best fit for these positions is also the Communications Assistant job series. Upon review of the five levels we recommend Communications Assistant III in Pay Range 445 as described below:

Communications Assistant III

The scope of information being communicated falls within a limited range, but the processing of such information requires an understanding of the technical nature of the work involved. This knowledge is one of the differentiating factors between the "II" and "III" levels. Positions at the "III" level are expected to contact and/or dispatch appropriate personnel and explain the technical nature of the situation.

Although the positions under study do not directly dispatch personnel they are expected to have a good understanding of the policies and programs involved by several DPW Divisions and Sections to be able to explain the policies and procedures and to obtain detailed information that is used to schedule and route personnel and equipment.

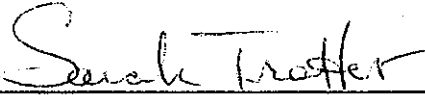
Other Communication Assistant III positions located in the DPW – Administrative Services Division include those that work at the Tow Desk which is open 24 hours a day. Their basic function is to

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handle citizen questions and complaints regarding parking. They also receive requests from Parking Checkers and the Police for tows and contact the tow contractor. Similar to the positions under study they handle difficult phone calls from people who are upset and must have good interpersonal skills to process calls accurately. This requires a thorough understanding of the policies and procedures for DPW Parking. The positions under study generally do not have to work different shifts or weekends but have had schedule changes and worked extra hours during weather emergencies. They also must have a good understanding of the policies and programs of several DPW Divisions and Sections.

We therefore recommend these three positions of Customer Service Representative II in Pay Range 435 be reclassified to Communication Assistant III in Pay Range 445.

Prepared by:



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Reviewed by:



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Reviewed by:



Maria Monteagudo, Employee Relations Director