



Department of Employee Relations

**Tom Barrett**  
Mayor

**Maria Monteagudo**  
Director

**Michael Brady**  
Employee Benefits Director

**Deborah Ford**  
Labor Negotiator

March 16, 2017

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

Dear Committee Members:

Re: Common Council File Number **161581**

The following classification and pay recommendations were approved by the City Service Commission on **March 7, 2017**.

In the Department of Neighborhood Services, one position of District Code Enforcement Supervisor, PR 1EX was recommended for reclassification to Administrative Services Supervisor, Pay Range 1BX.

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

Sincerely,

Maria Monteagudo  
Employee Relations Director

MM:fcw

Attachments: Job Evaluation Report  
Fiscal Note

C: Mark Nicolini, Dennis Yaccarino, John Ledvina, Eric Pearson, Nicole Fleck, Preston Cole, Thomas Mishefske, Lynne Steffen, Emily McKeown, and Don Schaewe



**JOB EVALUATION REPORT**City Service Commission Meeting: March 7, 2017**NEIGHBORHOOD SERVICES**

Current	Request	Recommendation
District Code Enforcement Supervisor PR 1EX (\$63,810 - \$81,844)	Administrative Services Supervisor PR 1BX (\$48,670 - \$67,616)	Administrative Services Supervisor PR 1BX (\$48,670 - \$67,616)

**No Action Required****Background**

The Department of Neighborhood Services (DNS) has requested the reclassification of one vacant position of District Code Enforcement Supervisor in Pay Range 1EX (\$63,810 - \$81,844) to a lower level supervisory position. A new job description was provided and discussions were held with Lynne Steffen, Business Operations Manager – Neighborhood Services. The basic function of the position is to manage the administrative support staff and customer service staff of the Residential Inspection Division; and assist the Division's Building Codes Enforcement Manager and Supervisors with administrative functions to ensure efficient operations of the Division. Duties and responsibilities include the following:

- 30% Provide administrative support for the Residential Inspection Division including assisting the Division Manager with administrative functions, coordinating administrative support for the inspectional staff, establishing program goals, objectives and performance measures, allocating staffing resources to meet the Division's mission, preparing written and statistical reports on Division activities, and recommending program and policy improvements as needed.
- 30% Manage the department's Customer Service Section including providing technical and customer service training, ensuring quality assurance of customer calls, and establishing and implementing quality and quantity benchmarks for Customer Service Representatives; interfacing with other departments to maximize the efficiency of the Customer Service Section; and implementing methods designed to effectively gather and assess customer feedback.
- 30% Manage the administrative support and customer service staff including day to day supervision, formulating procedures, assigning and approving work, providing technical assistance, designing and implementing training programs, providing fiscal oversight and monitoring contractor compliance for the Community Sanitation Cleanup program, enforcing DNS work rules and Civil Service rules, preparing performance appraisals, and making hiring and disciplinary recommendations.
- 10% Ensure the accurate and timely administrative work flow in the Division and, if needed, shift administrative staffing between all Lake Tower Divisions to meet fluctuating and seasonal workflow demands; and perform other duties as assigned.

Minimum requirements include a Bachelor's degree in Accounting, Business Administration or related field and two years of job-related experience including at least one year in a leadership capacity or an Associate's Degree with four years of job-related experience including at least one year in a leadership capacity. Equivalent combinations of education and experience may be considered. These requirements have not yet been assessed for hiring purposes.

**Analysis and Recommendation**

The Department of Neighborhood Services has requested a downgrade of this vacant position and this change is reflected in the 2017 adopted budget. A new job description indicated that the focus of the position has changed from directing, coordinating, developing and supervising inspection and administrative personnel to managing the administrative support staff and customer service staff of the Residential Inspection Division and assisting the Division Manager and Supervisors with administrative functions. This position will supervise one position of Program

Assistant III, one position of Office Assistant IV, four positions of Customer Service Representative II, three positions of Office Assistant III and two part-time positions of Office Assistant II. This position will also prepare written and statistical reports on Division activities; provide technical and customer service training and ensure quality assurance of customer calls; and provide fiscal oversight for and monitor contractor compliance with the Community Sanitation Cleanup Program.

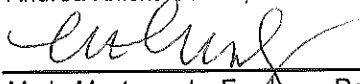
The Department currently has two other positions in the requested classification of Administrative Services Supervisor in Pay Range 1BX (\$48,670 - \$67,616). Both of these positions provide administrative supervision and oversight of a specific program or functions. One position supervises four administrative support positions and manages the online property registration system which includes communication with financial institutions, enforcement, and training of new and current staff. The other position supervises six administrative support positions; oversees administrative functions including payroll, accounts receivable and payable and purchasing; and independently manages several databases and processes related to properties, property owners, and bankruptcies. These two positions are located at the downtown office while the position under study will be at the Water Tower office where 83 DNS employees are located.

With the change in focus for this position we agree with the requested reclassification of Administrative Services Supervisor in Pay Range 1EX (\$63,810 - \$81,844). This classification is consistent with other administrative supervisory positions in the Department and the level of the work is comparable.

We therefore recommend one position of District Code Enforcement Supervisor in Pay Range 1EX (\$63,810 - \$81,844) be reclassified to Administrative Services Supervisor in Pay Range 1BX (\$48,670 - \$67,616).

Prepared by:   
Sarah Trotter, Human Resources Representative

Reviewed by:   
Andrea Knickerbocker, Human Resources Manager

Reviewed by:   
Maria Monteagudo, Employee Relations Director