



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Deborah Ford
Labor Negotiator

March 20, 2017 (*Revised*)

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 will be submitted to the City Service Commission on **March 21, 2017**. We recommend these changes subject to approval by the City Service Commission.

In the Department of Administration-Budget and Management Division, one position of Administrative Specialist, PR 2CN is recommended for reclassification to Administrative Specialist-Senior, PR 2EX and one position of Administrative Services Specialist, PR 2BN is recommended for reclassification to Administrative Specialist, PR 2CN.

In the DPW-Water Works, one new position is recommended for classification to Water Systems Analyst – Senior, PR 2IX.

In the Department of Neighborhood Services, one position of Housing Policy and Compliance Manager, PR 1DX is recommended for reclassification to DNS Personnel Officer, PR 2HX.

In the Department of Administration, one position of Small Business Development Manager, PR 1EX is recommended for reclassification to Small Business Development Director, PR 1GX.

In the DPW-Water Works, one new position was recommended for classification to Water Distribution Construction Manager, Pay Range 1EX.

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: 3 Job Evaluation Reports
Fiscal Note

C: Mark Nicolini, Dennis Yaccarino, John Ledvina, Eric Pearson, Bill Christianson, Thomas Bell, Monique Lofton, Nicole Fleck, Sharon Robinson, Crystal Ivy, Dore Rozwadowski, Mark Scheller, Ghassan Korban, Laura Daniels, Dan Thomas, Eldon Gartzke, Dawn Crowbridge, Shannon Goodwin, Sherrie Smaxwill, Preston Cole, Thomas Mishefske, Lynne Steffen, Emily McKeown, Grace Gates, and Nikki Purvis



JOB EVALUATION REPORTCity Service Commission Meeting: March 21, 2017**DEPARTMENT OF ADMINISTRATION**

Current	Request	Recommendation
Small Business Development Manager PR 1EX (\$58,462 - \$81,844)	Study of Position	Small Business Development Director PR 1GX (\$66,435 - \$93,010)

Action Required – Effective Pay Period 9, 2017 (April 23, 2017)

In the Salary Ordinance, under Pay Range 1EX, delete the title "Small Business Development Manager" and under Pay Range 1GX, add the title "Small Business Development Director".

In the Positions Ordinance, under Department of Administration, Small Business Development Program, delete one position of "Small Business Development Manager (A) (Y)" and add one position of "Small Business Development Director (A) (Y)"

Background

The Department of Administration has requested a reclassification study of the Small Business Development Manager position based on changes in the complexity and difficulty of the work of this position over the last several years. A new job description and a job analysis questionnaire were provided; a job audit was conducted with the incumbent; and a discussion was held with the position's supervisor, Sharon Robinson, Director of Administration. The basic function of the position is to direct and oversee the activities of the Office of Small Business Development (OSBD); assure Small Business Enterprise (SBE) participation on City contracts; and assist with managing the Residential Preference Program (RPP) in accordance with Chapters 370 (Small Business Enterprise Program) and 355 (Community Participation in Development Agreements) of the Milwaukee Code of Ordinances. Duties and responsibilities include the following:

- 35% Small Business Enterprise Certification
Develop SBE certification program procedures; review all SBE certification applications and determine eligibility; supervise staff to ensure execution of the SBE certification program policies and procedures; promote the SBE certification program to prospective small businesses, local ethnic chambers of commerce and the general public through bi-monthly information sessions; review, recommend and implement changes to governing legislation; and appear before the Administrative Review Appeals Board to defend certification denials.
- 25% Contract Monitoring and Compliance
Develop rules, procedures and regulations assuring participation of small business enterprises in the City's procurement process and certain City-funded private development projects; supervise staff to ensure effective contract monitoring practices; review all potential City procurement to identify opportunities for small business enterprise participation; monitor all City contracts and certain City-funded private development projects with SBE requirements; establish reporting requirements for all City contracting departments, contract awardees, and private developers to document the percentage of contract awards and payments to small business enterprises; and analyze data and prepare written reports for review by the Mayor and Common Council.
- 20% Residents Preference Program (RPP)
Monitor contractor compliance and performance with the RPP; supervise staff to ensure effective compliance monitoring practices; oversee contract and administration of the City's labor compliance software, LCPTracker; analyze data, prepare and submit written reports to the Mayor and Common Council;

represent the Department of Administration on special committees and commissions related to the RPP; and serve as a liaison to the development and contracting community and to the general public regarding the RPP requirements.

10% Technical Assistance

Provide assistance and information in connection with the establishment, expansion and overall development of SBE firms; serve as a conduit of information between SBE firms and city contracting agencies, local ethnic chambers of commerce, local and federal government agencies, non-profits and the general public; manage the City's Revolving Loan Program; coordinate City-sponsored economic development programs such as the Business Capacity Building Program, the Small Business Conference, and the Milwaukee Small Business Week; represent the OSBD at non-City sponsored economic development programs such as Marketplace, the Governor's Conference on Minority Business Development and the Small business Administration's Emerging Leaders Program.

10% Program and Budget Management

Oversee all aspects of the OSBD's operating budget which includes annual forecasting and approving all expenditures; approve and monitor payroll, vacation and sick leave; develop department strategic plan and operating procedures; manage and review staff performance, prepare performance reviews and develop performance metrics; interview, hire, train, coach and terminate staff; and appear before Common Council Committees as needed regarding departmental and program policies and activities.

Requirements include a Bachelor's Degree in Business Administration, Public Policy and Administration, Urban Planning or related field and three years of management-level experience in the coordination and/or implementation of opportunities for small business. Equivalent combinations of education and experience may also be considered.

Analysis and Recommendation

The position of Small Business Development Manager has evolved over the years and has had different titles including Equal Opportunity Enterprise Manager and Emerging Business Enterprise Manager. The current title was created in 2012 when the position was retitled to Small Business Development Manager. The change was requested because the program name had changed and this position would now be administering, coordinating and implementing the Citywide Office of Small Business Development. The pay level of the position last changed in 1990 when it was upgraded from Salary Grade 05 to Salary Grade 08 which is equivalent to the current Pay Range 1EX.

The Department indicated that there have been many changes to this position that have increased the complexity and difficulty of the work and strengthened the duties and responsibilities as summarized below.

- Responsibility for contract administration, software maintenance and oversight of work performed by City departments administering requirements and provisions of the RPP via the centralized labor compliance tracker software implemented in 2014 and expanded in 2016. In 2017 this position is expected to work with other City departments to develop, prepare and submit a comprehensive RPP Report to the Mayor and the Common Council addressing timely and accurate tracking and compliance efforts and results. This position is expected to work with the Director of Administration to address current challenges associated with RPP practices and to develop uniform standards, policies and practices and corresponding legislation to support that standardization.
- Responsibility for contract administration, software maintenance, and effective utilization of the OSBD B2Gnow (Business to Government Now) software to monitor SBE participation and to maintain a comprehensive directory of SBE certified firms.
- Responsibility for operating a Business Capacity Building Program (BCBP) for SBE firms contractually engaged on private development projects receiving Tax Incremental Financing (TIF) and working with

Department of City Development staff to ensure that workforce development is part of TIF funded private development projects. The pilot program was launched in 2012. A second program was initiated in 2015 and a third one is tentatively planned for 2017. Further, this position is responsible to expand this program to include opportunities for SBE certified firms contractually engaged in non-construction City contracts. The 2017 budget includes a special fund with \$192,000 to expand the BCBP program to firms that are not part of projects involving tax incremental financing.

- In 2017 this position will begin serving on the RPP Review Commission which will involve workforce development activities including researching comparable municipal programs and identifying training opportunities to increase knowledge of workforce development practices.

The reassignment of this position to the office of the Director of Administration has elevated the function and impact of this position consistent with the Mayor's and the Common Council's interest to create greater collaboration, transparency, and accountability within this important economic development initiative. This position is expected to work with cabinet departments on a regular basis to identify opportunities to expand and improve opportunities for Milwaukee residents and businesses. This position now serves as the primary contact for inquiries regarding OSBD program administration, policies and activities and has more direct contact with elected officials, cabinet members, department heads, and external partners.

To determine the appropriate level given the expanded duties and scope of responsibility, comparisons were made to several positions in the Department of Administration and elsewhere in the City. Below is a chart of the other direct reports to the Director of Administration followed by a short description.

Administration Director				
Budget and Management Director PR 1NX (\$103,841 - \$145,382)	Chief Information Officer PR 1NX (\$103,841 - \$145,382)	Legislative Liaison Director PR 1NX (\$103,841 - \$145,382)	Block Grant Director PR 1LX (\$91,404 - \$127,962)	City Purchasing Director PR 1LX (\$91,404 - \$127,962)
Environmental Sustainability Director PR 1IX (\$75,478 - \$105,669)	Community Engagement and Achievement Collaborative Manager PR 2JX (\$62,338 - \$87,270)		Small Business Development Manager PR 1EX (\$58,462 - \$81,844)	
Community Outreach Coordinator PR 2HX (\$54,865 - \$76,806)			Equal Rights Specialist PR 2EX (\$48,670 - \$63,426)	

Budget and Management Director – directs the Budget and Management Division and oversees the preparation of the City's \$1.5 billion dollar budget with the goal to improve the city's fiscal sustainability.

Chief Information Officer – directs the Information and Technology Management Division in using and sharing information across City government including the City's servers, workstations, websites, business applications, enterprise systems, and network and telephone systems; and oversees the Unified Call Center.

Legislative Liaison Director – directs the Intergovernmental Relations Division which is responsible for identifying and developing relationships with other governmental jurisdictions in order to promote opportunities to solve intergovernmental issues to the City's advantage. This includes seeking new and additional funding sources, and successfully promoting and managing the City's legislative agenda.

Block Grant Director – directs the Community Development Grants Administration Division which applies for, recommends the allocation of, and oversees the effective use of local, state, and federal funds for programs in targeted neighborhoods throughout the City.

City Purchasing Director – directs the Purchasing Division which acquires commodities and services for City departments in the most cost effective, efficient, and impartial manner within appropriate guidelines.

Environmental Sustainability Director - advises and assists the Mayor, Common Council and City departments on strategies, policies and practices to improve Milwaukee's environmental performance related to air and water quality, energy efficiency and conservation, recycling, solid waste reduction, and green sector job creation/business development.

Community Engagement and Achievement Collaborative Manager - manages the newly-created Community Engagement and Achievement Collaborative (CEAC) with the goal of promoting racial equity and inclusion in Milwaukee through citywide collaboration and places a special focus on enhancing local capacity to improve life outcomes for boys and men of color who are significantly marginalized from economic, social, educational, and political life.

Community Outreach Coordinator – works to improve the quality of life of Milwaukee residents by improving safety and City-wide problems through targeting public education and information efforts.


Equal Rights Specialist – provides dedicated support to the Equal Rights Commission and assists in carrying out related Department of Administration initiatives by performing research and engaging in community outreach.

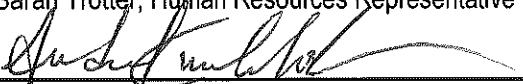
In addition to the direct reports to the Director of Administration, the analysis included a comparison with the classification of Grant Compliance Manager in Pay Range 2JX (\$62,338 - \$87,270). The basic function of these positions is to coordinate the submission of grants on a City-wide basis to enhance the City's funding sources. Duties include identifying grant opportunities, applying for grants, ensuring compliance with City processes and requirements for grant applications and acceptance, and assisting City departments with grants.

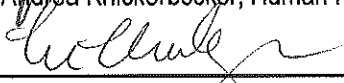
All of these positions are performing work related to important issues to the City and the community. Given the impact of the position under study in relation to the work of other City departments, the position's tracking, analytical, and compliance responsibilities, we recommend Pay Range 1GX (\$66,435 - \$93,010). This places the position at a level above the classifications of Community Engagement and Achievement Collaborative Manager and Grant Compliance Manager in Pay Range 2JX (\$62,338 - \$87,270) and at the same level as the City's Assistant Court Administrator, and Operations Manager-Development Center.

In recognition of the independence and primary responsibility for the Small Business Development Office we recommend changing the title from "Manager to "Director".

We therefore recommend the position of "Small Business Development Manager" in Pay Range 1EX (\$58,462 - \$81,844) be reclassified to "Small Business Development Director" in Pay Range 1GX (\$66,435 - \$93,010).

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director

Job Evaluation Report

City Service Commission Meeting: March 21, 2017

Consistent with past practice the Department of Employee Relations has prepared a report with classification recommendations for several new, changed and restructured positions. In reviewing these positions staff analyzed job descriptions and held discussions with management representatives. The following chart summarizes the recommended classifications.

Department of Administration – Budget and Management Division

Current	Request	Recommendation
Administrative Specialist PR 2CN (\$39,881 - \$55,825) One Current Position	Administrative Specialist – Senior PR 2EX (\$48,670 - \$63,426) One Current Position	Administrative Specialist – Senior PR 2EX (\$48,670 - \$63,426) One Current Position
Administrative Services Specialist PR 2BN (\$37,425 - \$52,391) One Current Position	Administrative Specialist PR 2CN (\$39,881 - \$55,825) One Current Position	Administrative Specialist PR 2CN (\$39,881 - \$55,825) One Current Position

DPW-Water Works

Current	Request	Recommendation
Water Business Analyst Senior New Position	Water Systems Analyst-Senior PR 2IX (\$58,462 - \$81,844)	Water Systems Analyst-Senior PR 2IX (\$58,462 - \$81,844)

Department of Neighborhood Services

Current	Request	Recommendation
Housing Policy and Compliance Manager PR 1DX (\$54,865 - \$76,806)	DNS Personnel Officer PR 1DX (\$54,865 - \$76,806)	DNS Personnel Officer PR 2HX (\$54,865 - \$76,806)

Department of Administration – Budget and Management Division

Current	Administrative Specialist	PR 2CN (\$39,881 - \$55,825)	One Current Position
Recommendation	Administrative Specialist - Senior	PR 2EX (\$48,670 - \$63,426)	One Current Position

The Department of Administration has requested a classification study of two positions in the Budget and Management Division. The first position is the Administrative Specialist in Pay Range 2CN (\$39,881 - \$55,825). The basic function of this position is to provide administrative support for the Budget and Management Division (BMD) including oversight of computer and phone systems related to preparation of budget systems and forms, official City budget documents, material for the annual City budget review, ongoing budget administration matters such as vacant positions, fund transfers, equipment variances, contingent fund requests, and emergency temporary position authorizations. Duties and responsibilities include the following:

- 50% Manage City Budget administrative systems; function in a lead role, under limited supervision, in developing, preparing, and distributing official annual City budget documents and related publications; schedule, assemble, and distribute materials required for the review of the annual City budget by the BMD, the Mayor, and the Common Council; develop the schedule for internal Division briefings and to liaison with the Mayor's Office; manage systems for processing of budget administration matters including requests for the filling of vacant positions, fund transfers, equipment variances, contingent fund requests, and emergency temporary position authorizations; ensure compliance with all statutory and Milwaukee Charter requirements for budget-related public notices and public information; create and post the annual City Positions Ordinance including cyclical updates following Finance and Personnel Committee action; and collaborate with the Budget Director on various PowerPoint presentations for the public, Mayor, and the Common Council and update presentations as needed.
- 15% Manage the troubleshooting and technical assistance for the BMD and the Environmental Collaboration Office (ECO) information technology applications; provide an orientation to systems, protocols, and shared data bases for new BMD employees and ongoing training as needed; update shared data folders on a regular basis; and ensure timely and accurate publishing of all budget-related materials on the internet including communications to the public and to City departments.

- 25% Develop an ad hoc analysis of potential savings associated with various vacancy management scenarios; and provide cyclical updates on the estimated cost of approving position vacancy requests for the remainder of the fiscal year based on scenarios provided by the Budget and Management Director.
- 10% Provide general oversight and training, especially to the current Administrative Services Specialist position; develop the Division budget; and oversee any large scale purchases.

Requirements include a Bachelor's Degree in Public Administration, Business or related area and two years of related experience. Equivalent combinations of education and experience may be considered. Other requirements include an ability to use various software packages including word processing, spreadsheets, graphics and presentations, and data base management systems; knowledge of governmental budgeting processes, budget analysis, and administration procedures; and an ability to make decisions and set up procedures in accordance with rules, regulations and directives of policy makers, to plan, layout, direct and coordinate the work of others, and to exercise a high degree of judgment and discretion in the handling of confidential and sensitive matters.

This position was last studied in 2008 when the title was changed from Office Supervisor II in Salary Grade 02 to the current title of Administrative Specialist in Salary Grade 02. With the downsizing of staff the position no longer served as a supervisor to several staff but continued to be a leadworker to the Administrative Services Specialist position and was responsible for providing high level administrative support for the BMD. Therefore the recommendation was to change the title but keep the position in the same salary grade.

With a reduction in both the administrative support staff and the professional staff over the years this position has taken on some additional duties and responsibilities that were previously performed by higher level staff. This includes publishing the Proposed Budget in the newspaper; putting together the vacancy schedule for the Finance and Personnel Committee meeting; and preparing and updating the Positions Ordinance. Other changes include working with the new computer application for vacancy requests that has increased collaboration demands with internal and external personnel and increased the number of ad hoc queries to respond to questions from the Budget and Management Director; and has also prepared projections of potential cost savings that could result from various vacancy management scenarios as requested from the Director.

Other changes include more responsibility for information technology operations in the BMD and the ECO. This includes serving as the primary point of contact for troubleshooting and technical assistance, serving as the lead person for orienting new employees to internal IT protocols and shared data bases, and updating data folders on a regular basis. This position also is responsible for publishing all budget-related materials to the internet including communications to the public and other City departments.

This position is responsible for the administrative support in preparing the City's \$1.5 billion dollar budget and the changes listed above have strengthened the level of duties and responsibilities. Comparisons to other high level administrative support positions indicate that the requested level of Administrative Specialist – Senior in Pay Range 2EX (\$48,670 - \$63,426) is appropriate. While none of the positions are an exact match there are several positions in the City with this classification that perform a variety of administrative and oversight functions including those listed below:

DOA – ITMD (Information Technology Management Division)

Serves as a confidential administrative assistant to the Chief Information Officer and the Policy and Administration Manager; provides primary administrative support to the Division including purchasing, accounts receivable, budget monitoring, contract management, and payroll operations; and maintains the purchasing and billing schedules for the City IT networks and systems.

DPW – Infrastructure Services

Assists in the planning, implementing, and processing of invoices for reimbursable services; and in the supervision of departmental accounting, budgeting and payroll activities for the Department of Public Works – Infrastructure Services. This includes processing and preparing expenditure reports and billings; running queries and creating reports to inform managers of fund balances and program costs; and maintaining appropriate records and databases.

We therefore recommend that this position of Administrative Specialist in Pay Range 2CN (\$39,881 - \$55,825) be reclassified to Administrative Specialist – Senior in Pay Range 2EX (\$48,670 - \$63,426).

Current	Administrative Services Specialist	PR 2BN (\$37,425 - \$52,391)	One Current Position
Recommendation	Administrative Specialist	PR 2CN (\$39,881 - \$55,825)	One Current Position

The Department of Administration has requested a classification study of two positions in the Budget and Management Division (BMD). The second position is the Administrative Services Specialist in Pay Range 2BN (\$37,425 - \$52,391). The basic function of this position is to enable the BMD to perform its responsibilities in a timely, accurate and customer-supportive fashion through highly-responsible administrative work related to development and implementation of the City's annual budget; ensure the effective functioning of the Division's responsibilities pertaining to the Finance and Personnel Committee by performing a variety of administrative and liaison tasks; and support the Division's public information responsibilities through correspondence and public records assistance. Duties and responsibilities include the following:

- 50% Assume administrative responsibility for preparation of vital public information materials under statutory or critical deadlines; generate complex budget publications including the annual budget summary; assist the Budget and Management Director in the preparation of various presentation materials for crucial meetings with bond rating agencies, Common Council committee hearings, citizen groups, and others; and assist in all necessary liaison with City departments to accomplish these tasks. In conjunction with the current Administrative Specialist and the Budget and Policy Manager implement administrative systems for the Division including preparation, printing, and distribution of forms and materials for the annual City budget process; preparation, publication, and distribution of the official annual City budget documents and related publications; and liaison with all City departments regarding timely and appropriate submittal of annual Budget requests and related materials.
- 20% Coordinate and assist in the preparation and submittal of material for the cyclical Finance and Personnel Committee meetings, Capital Improvements Committee meetings, and annual Budget hearings, including speed replies, fiscal impact statements, PowerPoint presentations and other correspondence; work with the Common Council staff to update agendas as appropriate; and ensure timely distribution of incoming materials to assigned analysts and the Budget and Management Director.
- 15% Manage and ensure timely and accurate timecard preparation and all related payroll duties for the BMD, the Environmental Collaboration Office (ECO), and the Office of Small Business Development (OSBD); and inform the Director of concerns pertaining to absences or time paid without work.
- 10% Ensure that information and open records requests are routed immediately to the Budget and Management Director; assist in the response to requests and open records requests from elected officials and the general public for public information; and maintain a register of open record requests and their disposition.
- 5% Prepare routine correspondence as needed using office standards and serve as the Division's receptionist.

Requirements include an Associate's Degree in Public Administration, Business or related area and one year of related experience. Equivalent combinations of education and experience may be considered. Other requirements include an advanced ability to use various software packages including word processing, spreadsheets, graphics and presentations; formatting skills; an ability to organize multiple types of information for use and retrieval and to perform multiple assignments under time constraints; and an attention to accuracy and compliance with office protocols and standards.

This position was created in 2002. At that time there was some supervisory responsibility for one position of Program Assistant I. With a reduction in both the administrative support staff and the professional staff this position no longer has supervisory responsibility but has taken on other duties and responsibilities including taking a stronger role in submitting material for the Finance and Personnel Committee meetings, Capital Improvements Committee meetings, and annual budget hearings, working with Common Council staff to update agendas and ensuring the timely distribution of materials to Division staff and the Director. Other changes include a greater emphasis on open records requests, assisting with the response, and maintaining a register of such requests; and performing payroll duties for the BMD, ECO and OSBD.

This position works closely with the current Administrative Specialist to provide all administrative support in preparing the City's \$1.5 billion dollar budget. This position has the primary areas of the budget summary, distribution of budget materials and forms, the submittal of materials for the Common Council Committees, Open Records requests and payroll but the employee must also be familiar with other administrative functions within the Division so as to fill in as needed. The responsibility for this position has grown and with the changes listed above the requested reclassification to Administrative Specialist in Pay Range 2CN (\$39,881 - \$55,825) is appropriate. There are few positions in the City with this classification but this reclassification provides an increase to the next level above in the professional administrative classification series.

We therefore recommend that this position of Administrative Services Specialist in Pay Range 2BN (\$37,425 - \$52,391) be reclassified to Administrative Specialist in Pay Range 2CN (\$39,881 - \$55,825).

DPW-Water Works

Current:	New Position	
Recommendation	Water Systems Analyst-Senior	PR 2IX (\$58,462 - \$81,844)

DPW has requested the classification of a position added to the Water Works as a part of the 2017 budget. This new position will have responsibility for the analysis, design, development, testing, configuration, documentation and implementation of computer-based application solutions. Duties and responsibilities include:

- 20% Project Management
 - Create project plans, participate in vendor contracting, manage city technical and user resources,
 - Act as technical project manager for enQuesta upgrade project and provide adhoc reporting (create Cognos reports within the CIS (enQuesta) system
 - Work with user project managers within department and other city department, vendors and consultants to determine system requirements, hardware and software needs. Vendor tasks, technical staff and user tasks
 - Work effectively with all project partners
- 25% Analyze management and staff requests, problems, and application requirements and determine appropriate solutions.
- 25% Test and implement computer software solutions with users, technical coworkers, vendors and consultants
- 15% Document procedures, best practices, and training materials to enhance the ongoing operation of the system
- 15% Work closely with coworkers and users, follow-up on issues and concerns and keep all informed.

Minimum requirements include a Bachelor's Degree in Information Management, Computer Technology or related field and four years of related experience.

The nature of work and level of responsibility of this position is comparable to the current positions of Systems Analyst - Senior, Pay Range 2IX (\$58,462 - \$81,844) in the DOA-Information and Technology Management Division. This report therefore recommends classifying the position as the DPW has requested as a Water Systems Analyst - Senior in PR 2IX (\$58,462 - \$81,844).

Department of Neighborhood Services

Current:	Housing Policy and Compliance Manager	PR 1DX (\$54,865 - \$76,806)
Recommendation	DNS Personnel Officer	PR 2HX (\$54,865 - \$76,806)

Commissioner Preston D. Cole has requested that a vacant position of Housing Policy and Compliance Manager be reclassified to DNS Personnel Officer. Human Resources responsibilities are currently handled by the DNS Operations Manager and the Business Operations Manager-Neighborhood Services. The duties and responsibilities of this position will be to manage and administer the human resources function for the department including staffing, labor management relations, job classification documentation, payroll and leave administration policies, FMLA, worker's compensation and safety, performance evaluations, grievance administration and disciplinary actions. As part of the leadership team, the position will advise the Commissioner and other senior-level managers on Human Resources issues. Duties and responsibilities include:

- 50% Management and Administration
 - Develop and administer HR policies, strategies and organizational development initiatives in support of DNS's vision and core values
 - Identify legal requirements and government reporting regulations affecting human resources functions and ensure compliance
 - Administer performance reviews to ensure effectiveness, compliance and equity within the organization.
 - Administer compensation program to ensure compliance and equity within the organization
 - Respond to inquiries regarding policies, procedures and interpretation of city employment ordinances and employment laws
 - Serve as DNS liaison to DER, the City Attorney's Office, and the Labor Relations Division on matters relating to employment issues.
 - Oversee the implementation and administration of Sick Leave Control policies and FMLA

- Provide guidance and direction to managers regarding employee performance, implementation of performance improvement plans and disciplinary matters
 - Manage all aspects of employment investigations stemming from allegations of discrimination or harassment
 - Represent DNS as administrative hearings as appropriate before the City Service commission, Finance and Personnel Committee, EEP, the Department of Workforce Development, and Grievance Arbitration hearings
 - Serve as the Department's Diversity, EEP, ADA, and Civil Rights compliance Officer
- 50% Personnel Functions Oversight
- Ensure that all personnel related functions and decisions within DNS are in compliance with applicable federal and state employment laws, civil service rules, state statutes and local ordinances
 - With the assistance of DER, administer all DNS staffing functions and activities
 - Review job descriptions to ensure competencies are identified and compliance with ADA requirements
 - Provide training related to human resources functions
 - Provide guidance, direction, and oversight for Personnel functions, including maintenance of personnel records, Worker's Compensation, and statistical governmental reports
 - Maintain confidential integrity of personnel files

Minimum requirements include a Bachelor's degree in Human Resources Management, Public or Business Administration, Psychology, Industrial Relations or closely related field from an accredited college or university and five years of progressively responsible human resources management experience in the public sector performing duties related to the position. These requirements have not yet been assessed for staffing purposes.

The Department of Neighborhood Services has requested that a vacant position of Housing Policy and Compliance Manager be classified as DNS Human Resources Officer. Similar positions exist throughout city government to handle specific human resource functions within their respective departments. Current positions include:

Human Resources Administrator	Police	1HX	\$70,827 - \$99,154
Human Resources Officer	DCD, Library	1FX	\$62,338 - \$87,270
Fire Personnel Officer	Fire	1DX	\$54,865 - \$76,806
Health Personnel Officer	Health	2HX	\$54,865 - \$76,806
Human Resources Specialist	Police	1DX	\$54,865 - \$76,806
Human Resources Analyst-Senior	Police, Library	2FX	\$48,670 - \$67,616

This new position will advise the DNS Commission and department leadership team on Human Resource issues within DNS. The level of responsibility described in the job description will be comparable to that of a Fire Personnel Officer, Health Personnel Officer or Human Resources Specialist in the Police Department. For this reason we recommend classifying this new position as DNS Personnel Officer in PR 2HX (\$54,865 - \$76,806).

Action Required

Effective Pay Period 1, 2017 (January 1, 2017)

In the Salary Ordinance, under the Pay Range 2IX, add the title "Water Systems Analyst – Senior".


In the Positions Ordinance, under Department of Public Works – Water Works, Technical Services, delete one position of "Water Business Analyst Senior", and add one position of "Water Systems Analyst – Senior".

Effective Pay Period 8, 2017 (April 9, 2017)

In the Salary Ordinance, under Pay Range 1DX, add the title "DNS Personnel Officer".

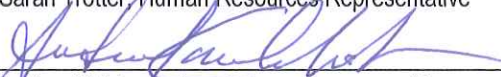
In the Positions Ordinance, under Department of Neighborhood Services, Administrative Services, delete one position of "Housing Policy and Compliance Manager (X)" and add one position of "DNS Personnel Officer".

Prepared by:



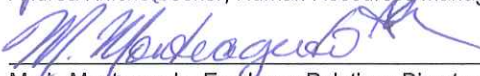
Sarah Trotter, Human Resources Representative

Reviewed By:



Andrea Knickerbocker, Human Resources Manager

Reviewed By:



Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting: March 21, 2017

DPW-Milwaukee Water Works

Current	Request	Recommendation
New position	Water Construction Coordinator PR 7PN (\$53,686 - \$69,069)	Water Distribution Construction Manager PR 1EX (\$58,462 - \$81,844)

Action Required – Effective Pay Period 1, 2017 (January 1, 2017)

In the Positions Ordinance, under Department of Public Works - Water Works, Distribution Organization, Field Operations, delete one position of "Water Construction Coordinator (X)" and add one position of "Water Distribution Construction Manager (X)".

Background and Analysis

In the beginning of this year, the Milwaukee Water Works submitted a request to study a new position of Water Construction Coordinator that was included in the City's 2017 adopted budget.

As indicated in the department's job description, the position will manage the Lead Service Line Replacement Program recently approved by the Common Council. Due to the fact that 70,000 residences are eligible for lead pipe replacement, this Program is expected to be in operation for many years. For 2017, the program includes \$7 million to replace laterals in 300 residences and 300 child care centers. In future years, it is anticipated that the Milwaukee Water Works will replace approximately 1,500 services annually.

This position will serve as the on-site field representative of the Lead Service Line Replacement Program. Successful performance in this job will require excellent communication skills with the public, DPW staff, elected officials, property owners, and contractors and the ability to coordinate work between and with different sections of the Water Works, the Department of Neighborhood Services, other utilities, property owners, and contractors. One critical aspect of the job will be to ensure that the work performed conforms to the City's plumbing codes and requirements established by the Milwaukee Water Works. At any given time, this manager will supervise 6 to 12 employees assigned to different crews. This position will also write work orders, prepare spreadsheets for tracking service replacements and materials used, and provide information needed to comply with the Safe Drinking Water Loan Program.

The job description prepared by the department indicates that the position requires a bachelor's degree in engineering, environmental science or a related field and three years of work experience in water distribution repairs, maintenance, and plumbing. Equivalent combinations of education and experience are acceptable. These requirements, however, have not been validated for purposes of staffing.

Discussions with the department indicated that the Lead Service Line Replacement Program would benefit from a having a *bona fide* manager, as opposed to a coordinator as initially requested, with the higher level decision-making authority to perform the following duties and responsibilities: when needed, direct contractors to change work in progress or work

completed; direct and supervise employees, quickly make decisions in the field regarding work priorities and customer concerns; and communicate the Program to the property owners and the general public. The ability to solve problems and issues in the field, as they arise, instead of referring the issue to a higher-level manager, is a critical factor that is associated with a manager as opposed to a coordinator.

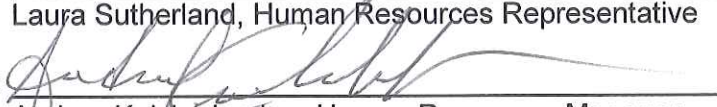
Additionally, the fact that the scope of the job will increase due to work managing the Lead Service Line Replacement Program also indicated that the position should be placed in a higher job classification than initially requested. Lastly, there is a distinct advantage in classifying this new position as a Water Distribution Construction Manager. Doing so will provide the department with three interchangeable "construction managers" in its Distribution division who will be available to assist each other and substitute for each other as needed. This flexibility will enhance the department's operations.

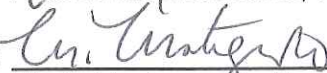
The job analysis indicated that the nature of work and level of work performed by the new position could be appropriately classified as a Water Distribution Construction Manager, PR 1EX (\$58,462 - \$81,844). There are currently two employees in this job group, both of whom work in the Distribution section of the Water Works. One position plans, directs, and coordinates the maintenance work required to maintain water systems in conjunction with paving projects. The other position plans, manages, directs, and coordinates water main relays in conjunction with building construction projects. Each manager supervises six to 12 employees assigned to different crews. The requirements for these jobs are the same as that of the position under consideration. Classifying this new position as a Water Distribution Construction Manager will provide the level of authority warranted by the job's level of responsibility and will also account for the Program's growth.

Recommendation

In light of the foregoing, it is recommended that one new position be classified as Water Distribution Construction Manager in Pay Range 1EX (\$58,462-\$81,844).

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