# **CITY OF MILWAUKEE**DEPARTMENT OF EMPLOYEE RELATIONS

Andrea Knickerbocker Department of Employee Relations City of Milwaukee 200 E Wells St, Room 706

February 20, 2021

The Honorable Finance and Personnel Committee Common Council City of Milwaukee

Common Council File No. 201398 – Communication from the Department of Employee Relations relating to classification studies scheduled at the February 23, 2021 City Service Commission meeting.

#### Dear Committee Members:

The following classifications and pay recommendations are scheduled for the City Service Commission meeting on February 23, 2021.

# Comptroller's Office

| Current  | Recommended  |
|--|--|
| City Payroll Manager<br>PR 1HX (\$70,827 - \$99,154)<br>(One Position)               | City Payroll Manager PR 1IX (\$75,478 - \$105,669) FN: Recruitment may be at any point in the range based on experience and credentials with approval of DER. (One Position)                         |
| Assistant City Payroll Manager<br>PR 2IX (\$58,462 - \$81,844)<br>(One Position)     | Assistant City Payroll Manager PR 1GX (\$66,435 - \$93,010) FN: Recruitment may be at any rate in the range with the approval of DER. (One Position)   |
| City Payroll Assistant - Senior<br>PR 5GN (\$41,610 – \$49,946)<br>(Three Positions) | City Payroll Specialist PR 2DN (\$42,500 - \$59,498) FN: Recruitment is at \$47,095 and may be at any point in the range based on experience and credentials with approval of DER. (Three Positions) |

Note: Residents receive a rate that is 3% higher.

# Common Council - City Clerk

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|-----------------------------------|------------------------------|
| Current                           | Recommended                  |
| Management and Accounting Officer | Business Operations Manager  |
| PR 2GX (\$51,469 - \$72,063)      | PR 1EX (\$58,462 - \$81,844) |
| (One Position)                    | (One Position)               |

Note: Residents receive a rate that is 3% higher.

**Department of Administration – Office of Equity and Inclusion** 

| Current                                 | Recommended                                     |
|---|---|
| Administrative Specialist               | Administrative Specialist                       |
| PR 2CN (\$39,881 - \$55,825)            | PR 2CN (\$39,881 - \$55,825)                    |
| (One Position)                          | (One Position)                                  |
| (Located in the Office of the Director) | (Located in the Office of Equity and Inclusion) |

Note: Residents receive a rate that is 3% higher.

# **Department of Public Works**

**DPW-Operations Division-Administration Section** 

| Current                        | Recommended                  |
|--------------------------------|------------------------------|
| Operations Services Supervisor | Operations Services Manager  |
| PR 1BX (\$48,670 - \$67,616)   | PR 1FX (\$62,338 - \$87,270) |
| FN: GIC 4.8%                   | FN: GIC 4.8%                 |
| One Position                   | One Position                 |

Note: Residents receive a rate that is 3% higher.

**DPW-Transportation Fund-Parking Operations and Maintenance Section** 

| Current                      | Recommended  |
|------------------------------|--|
| Parking Financial Manager    | Transportation Financial Analyst                       |
| PR 1FX (\$62,338 - \$87,270) | PR 2JX (\$62,338 - \$87,270)                           |
| FN: GIC 4.8%                 | Recruitment is at \$68,571 and may be at any rate with |
| One Position                 | DER approval   |
|                              | FN: GIC 4.8%   |
|                              | One Position   |

Note: Residents receive a rate that is 3% higher.

**DPW-Operations Division-Fleet Services Section** 

| Current                               | Recommended   |
|---------------------------------------|---|
| Fleet Operations and Training Manager | Fleet Operations and Training Manager                 |
| PR 1EX (\$58,462 - \$81,844)          | PR 1EX (\$58,462 - \$81,844)                          |
| FN: GIC 4.8%                          | Recruitment may be at any point in the range with DER |
| One Position                          | approval  |
|                                       | FN: GIC 4.8%  |
|                                       | One Position  |
| Fleet Training Supervisor             | Fleet Operations and Training Supervisor              |
| PR 1AX (\$48,670 - \$63,426)          | PR 1CX (\$51,469 - \$72,063)                          |
| Recruitment is at \$56,746            | Recruitment may be at any point in the range with DER |
| FN: GIC 4.8%                          | approval  |
| One Position                          | FN: GIC 4.8%  |
|                                       | One Position  |

Note: Residents receive a rate that is 3% higher.

**DPW-Operations Division-Sanitation Services Section** 

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|---|---|
| Current   | Recommended                             |
| Sanitation Yard Attendant                             | Sanitation Yard Attendant               |
| PR 8DN (\$33,857 - \$40,450)                          | PR 8DN (\$33,857 - \$40,450)            |
| Recruitment is at \$36,843                            | Recruitment is at \$36,843              |
| Fourteen positions                                    | 3% incentive when assigned brine duties |
|   | Fourteen positions                      |

Note: Residents receive a rate that is 3% higher.

**Health Department** 

| Current      | Recommended   |
|--------------|---|
| New Position | Healthcare Access Program Coordinator PR 1AX (\$48,670 - \$63,426) FN: Recruitment at any point in the range with DER approval (One Position) |

Note: Residents receive a rate that is 3% higher.

**Health Department** 

| Current   | Recommended  |
|---|--|
| One New Position                                | Public Health Emergency Response Planning Director PR 1IX (\$75,478 - \$105,669) |
|   | Recruitment may be at any rate with DER/FPC Chair                                |
|   | approval   |
|   | (One Position)   |
| Public Health Emergency Response Planning       | Public Health Emergency Response Planning  |
| Coordinator                                     | Coordinator  |
| PR 2HX (\$54,865 - \$76,806)                    | PR 2HX (\$54,865 - \$76,806)   |
| (Two Positions)                                 | Recruitment flexibility may be at any rate with DER                              |
|   | approval   |
|   | (Two Positions)  |
| Consumer Environmental Health Division Director | Consumer Environmental Health Director   |
| PR 1IX (\$75,478 - \$105,669)                   | PR 1IX (\$75,478 - \$105,669)  |
| (One Position)                                  | Recruitment may be at any rate with DER/FPC Chair                                |
|   | approval   |
|   | (One Position)   |

Note: Residents receive a rate that is 3% higher.

**Health Department** 

| Current      | Recommended  |
|--------------|--|
| New Position | Public Health Strategist PR 2IX (\$58,462 - \$81,844) (One Position) |

Note: Residents receive a rate that is 3% higher.

# Port of Milwaukee

| Current                     | Recommended                    |
|-----------------------------|--------------------------------|
| Engineering Technician II   | Engineering Technician IV      |
| PR 3FN (\$38,508 -\$47,171) | PR 3NN (\$44,949 - \$61,296)   |
| (One Position)              | FN: Recruitment is at \$45,185 |
|                             | (One Position)                 |

Note: Residents receive a rate that is 3% higher.

Respectfully Submitted,

Andrea Knickerbocker Human Resources Manager

Attachments: Job Evaluation Reports

Fiscal Impact Statement

# **Job Evaluation Report**

City Service Commission Meeting: February 23, 2021

# Common Council – City Clerk

| Current                           | Recommended                  |
|-----------------------------------|------------------------------|
| Management and Accounting Officer | Business Operations Manager  |
| PR 2GX (\$51,469 - \$72,063)      | PR 1EX (\$58,462 - \$81,844) |
| (One Position)                    | (One Position)               |

Note: Residents receive a rate that is 3% higher.

The Department of Employee Relations (DER) has received a request from Jim Owczarski, City Clerk, to reclassify the position of Management and Accounting Officer, PR 2GX (\$51,469 - \$72,063), to the title Business Operations Manager, PR 1EX (\$58,462 - \$81,844) due to an increase in duties and responsibilities. A new job description and job analysis questionnaire were provided.

#### **Duties and Responsibilities**

The Business Operations Manager will provide management of the administrative services section for the Common Council - City Clerk's Office. This position maintains the Salary and Positions Ordinances, oversees the scheduling of events in the City Hall rotunda and the Zeilder Municipal Building (ZMB) lobbies, and HCM position management for all city departments. The Business Operations Manager prepares the budget for the Common Council – City Clerk, arranges travel for Common Council members and staff, and manages office supplies and equipment. Duties and responsibilities include:

- 25% Manage of all department funds including accounts payable, accounts receivable, and preparing the annual budget; monitor accounts by processing and reviewing all contracts, daily cash, fund transfers, invoices, requisitions and variances; advise the City Clerk and Common Council on financial management of the department, special purpose accounts assigned to the department, special funds, and donation accounts; and manage the gift shop.
- Oversee the upkeep of all facilities assigned to the department (Rooms including: 105, 205, 307, 301K, and all Committee meeting rooms on the 3<sup>rd</sup> floor of City Hall also ZMB rooms B-1, B-2 and B-3); coordination of telephone service for all sections, both desktop phones and cellphones; maintain and purchase office equipment such as copiers, folding machines and printers; ordering of all furniture; and management and coordination of record retention.
- Supervision of one Communications Assistant II and two Administrative Assistant II's monitor the reception duties schedule and manage assignments and training for special projects; supervise one Program Assistant I with payroll, personnel issues review payroll and HCM entries and accounts payable; provide annual employee assessments; and review and approve all time off requests.
- Work with the Events Coordinator, the Common Council Members, and the Legislative Assistants in planning and coordinating ceremonial and social events for members of the Common Council; schedule City Hall rotunda and Zeidler Municipal Building events; and arrange catering orders for a variety of Council functions throughout the year.

Minimum requirements include a bachelor's degree in business administration, accounting, public administration, human resources or a related field from an accredited college or university. Four years of progressively responsible experience in accounting and purchasing related functions, with at least one year in a management role.

# **Analysis and Recommendation**

Changes to the duties and responsibilities of this position include:

- Supervision of four direct reports including the following titles: Program Assistant I, Communications Assistant II, and Administrative Assistant II.
- Implementing process improvement strategies for records management purposes.
- Preparation of departmental budget.
- Payroll processing and approvals.
- Large departmental purchases.
- Making hiring recommendations.

To perform these responsibilities, the incumbent of the position must have thorough knowledge of CityTime and payroll processing procedures as well as accounts payable, accounts receivable, and purchasing functions. Additionally, the incumbent must possess the ability to engage with internal department staff and citywide works skillfully.

The new duties and responsibilities for this position are comparable in level of responsibility and nature of work to current Business Operations Manager in the Department of Public Works, Administrative Services Division. The basic function of the Business Operations Manager in DPW – Administration is the following:

- Accounts Receivable/Payable: Supervise the Accounting support staff. Review and sign daily control
  groups. Assist with voucher payment issues. Research repair information in FleetFocus and prepare
  invoices for city vehicle accident damage. Respond to requests on subrogation demands from insurance
  companies. Research costs and prepare invoices for Facilities contractor damages. Prepare quarterly
  billings for pavement cuts and Fleet equipment operator time for Water and Sewer and bi-annual billings for
  conduit rental. Prepare IRI's for revenue adjustments to reimbursable accounts. Clear reimbursable
  accounts and prepare carryover report for Comptroller's Office.
- Purchasing: Review and enter service contract purchase orders in FMIS. Prepare monthly SBE reports for DPW Divisions. Provide training and support to DPW personnel regarding purchasing policies and procedures as needed. Serve as liaison between DPW and DOA Procurement Section on purchasing matters. Serve as Procard Manager for DPW-Administrative Services including distributing biweekly statements of account activity and maintaining records of cardholders and approvers. Assist DPW personnel with requisition and purchase order entry.
- Manage DPW customer deposit process. Enter deposits taken in by Permits Center into DPW Apps program; process documents disbursing funds from customer accounts by preparing IRIs and refund requests. Reconcile Title 100 deposits.
- Download Operations revenue distribution schedule and create spreadsheet for Treasurer's Office to allocate revenue to appropriate accounts. Prepare tax bill special assessment charges for Police ordered board-ups.

Based upon the changes to the duties and responsibilities of the position now aligning more with duties of other Business Operations Manager positions, this report recommends reclassifying one position of Management and Accounting Officer in Pay Range 2GX (\$51,469 - \$72,063) to Business Operations Manager in Pay Range PR 1EX (\$58,462 - \$81,844).

Action Required – Effective Pay Period 1 (December 27, 2020)

# In the Positions Ordinance

Under Common Council – City Clerk, Central Administration Division
Delete one position of 'Management and Accounting Officer'
Add one position of 'Business Operations Manager'

| Prepared by:   | Arielle Ewing                                 |
|----------------|---|
|                | Arielle Ewing, Human Resources Analyst-Senior |
| Reviewed by: _ | Andrea Knickerbocker                          |
|                | Andrea Knickerbocker, Human Resources Manager |
| Reviewed by: _ |   |
| , –            | Makda Fessahaye, Employee Relations Director  |

#### **Job Evaluation Report**

City Service Commission Meeting: February 23, 2021

# Comptroller's Office

| Current  | Recommended  |
|--|--|
| City Payroll Manager<br>PR 1HX (\$70,827 - \$99,154)<br>(One Position)               | City Payroll Manager PR 1IX (\$75,478 - \$105,669) FN: Recruitment may be at any point in the range based on experience and credentials with approval of DER. (One Position)                         |
| Assistant City Payroll Manager<br>PR 2IX (\$58,462 - \$81,844)<br>(One Position)     | Assistant City Payroll Manager PR 1GX (\$66,435 - \$93,010) FN: Recruitment may be at any rate in the range with the approval of DER. (One Position)   |
| City Payroll Assistant - Senior<br>PR 5GN (\$41,610 – \$49,946)<br>(Three Positions) | City Payroll Specialist PR 2DN (\$42,500 - \$59,498) FN: Recruitment is at \$47,095 and may be at any point in the range based on experience and credentials with approval of DER. (Three Positions) |

Note: Residents receive a rate that is 3% higher.

# Background

Aycha Sawa, Comptroller, has requested a classification study of various payroll accounting positions in the Comptroller's Office. In studying these positions, job descriptions were provided and discussions were held with Comptroller Aycha Sawa, Financial Services Director Toni Biscobing and City Payroll Manager Joann Bielinski.

Within the Comptroller's Office there are eight distinct accounting divisions that include: Administration, Financial Advisory, General Accounting, Payroll Administration, Auditing, Revenue and Cost/Community Development Act Grant Accounting, Financial Systems Support and the Public Debt Commission.

The <u>Administration Division</u> is made up of the senior management staff that include the Comptroller, Deputy Comptroller, Financial Services Director, and Accounts Director. These last two positions serve as Special Deputies to the Comptroller.

The <u>Financial Advisory Division</u> analyzes and makes recommendations on various complex financial data in several forms such as preparing the citywide revenue estimates, preparing the annual state report to submit to the Department of Revenue, analyses related to Tax Incremental Districts when created; preparing the PAFR (financial report from General Accounting above for non-financial users); preparing other financial reports for Council; and calculating the annual fringe benefit rate and indirect salary rates; and more.

The <u>General Accounting Division</u> is the largest division of the office. Staff members are responsible for all accounts payable and the preparation of the financial statements. They provide the analysis and coordinate the accounting and accounting policies for all city departments. The division reviews invoices/vouchers and approves for payment from other departments. They are the "classic" version of accounting/financial reporting.

The <u>Payroll Administrative Division</u> processes payroll for the entire city that is submitted by payroll clerks in all city department via the City Time System. The City Payroll Manager is responsible for the accurate and timely implementation of payroll for all city employees every two weeks and must be up-to-date on all payroll related tax deductions. This accounting oversight performed by this manager is comparable to that of a tax accountant.

The <u>Auditing Division</u> staff is a specialty team responsible for conducting internal controls, financial, compliance and programmatic audits for all city wide audits. This division also includes auditors with the expert knowledge and ability to perform Information Technology audits. Audit practices and techniques are a separate specialized skill. This division runs the Fraud Hotline for the City of Milwaukee.

The <u>Revenue and Cost Division</u> is responsible for the oversight of the grants that the city receives in terms of fiscal compliance. The Grants Fiscal Manager is also responsible for the Single audit – financial audit part of the grants performed within Community Development Act Grant Accounting.

The <u>Financial Systems Support Division</u> performs support for the City of Milwaukee's two main financial systems that include the Financial Management Information System (FMIS) and Human Resources Management System (HRMS). These staff members are responsible for analysis, testing, and queries. The work performed is a combination of systems support and accounting work. The Functional Application Manager must understand the overall accounting/financial system as well as how the system works in the city.

The <u>Public Debt Division</u> is a technical team of one, the Public Debt Specialist. This position manages and runs the public debt program for the City of Milwaukee. These responsibilities involve all the technical work of structuring bond sales, determining what is needed, and ensuring all disclosures are accurate.

This report compares the classification of the Payroll Administration accounting positions in comparison to those in other divisions of the Comptroller's Office.

| Current     | City Payroll Manager | PR 1HX (\$70,827 - \$99,154)                           | One Position |
|-------------|----------------------|--|--------------|
| Recommended | City Payroll Manager | PR 1IX (\$75,478 - \$105,669)                          | One Position |
|             |                      | FN: Recruitment may be at any point in the range based |              |
|             |                      | on experience and credentials with approval of DER     |              |

The City Payroll Manager's primary responsibility is for payroll, taxation and related activities whose outcome is compliant with union labor contracts, city ordinances, civil service rules, legal requirements of local, state, and federal government, internal revenue service rules and regulations, and private service providers related to payroll deductions. This position provides direction of the activities of payroll staff through development and control of all tasks necessary to accomplish the city's payroll processing objectives. This includes relationships/communication with city officials, their staff, internal and external auditors and state and federal agencies. This position is responsible for the input, control, credibility, accuracy, analysis and modifications of the payroll system. Includes the issuance of accurate employee payments and payroll records. These functions are accomplished through the organization of tasks and functions by communication of ideas, plans and techniques to all involved personnel. The position measures the progress of these objectives and makes corrections and revisions as necessary. Duties and responsibilities include:

- Provide direction and coordination to Payroll Administration staff and citywide departmental payroll personnel to ensure compliance with contractual, ordinal, legal and external agency requirements and provisions. Inclusive of electronic mail and/ or memo/letter reminders of deadlines, procedures and best-practices; preparation of manuals for presentation in a classroom setting explaining existing and/or new job duties or compliance issues; answering questions on a case-by-case basis typically directing employees how to find the information or recollecting city practices; provide information, advice and recommendations to city officials, department heads, payroll staff and city employees to effectively manage policies and procedures or changes to policy and procedures to conform to legal and contractual requirements or to provide a cost/benefit analysis of requested change; supervise Payroll Administration Division staff as it relates to hiring, evaluations and discipline; set goals, assign duties and review outcomes; and provide citywide direction on administration of front-end (Citytime timecards, adjustments and auto allowance) and HCM systems.
- 20% Responsible for the hands-on execution of data transfers and batch programs that format and load time and payment data from front-end software or electronic files to HCM "load master" for the City of Milwaukee; responsible for the hands-on execution of programs and queries that edit, load and review payroll and taxes in

process; responsible for hands-on execution of batch programs that calculate and print pay checks, produce reports and generate interface data provided to the GL, financial institutions, unions, ERS, etc. - "pay master" for the City of Milwaukee payrolls; review and direct payroll accounting transactions to ensure proper recording of city expenditures; review and reconcile payroll deductions for accuracy and compliance; compile, load and review time owed and allowed balances to ensure compliance with ordinal language, communicate non-compliance to citywide department personnel; and maintain HCM table set-ups, inclusive of tax, earn codes, deductions and other configuration tables and parameters.

- Review and implement federal and state employee and employer tax laws; ensure timely and accurate reporting of tax data inclusive of quarterly 941 (employment tax return), annual or on-demand W-2's, and filing of tax data with the Social Security Administration (Accuwage); review employee data with Social Security to assure HCM data matches what federal bureaus have on each employee; ensure timely and accurate reporting of tax data inclusive of quarterly 941X (corrected employment tax return), quarterly issuance and reporting of W-2C's and administer the refunds or collections of over or under withholding of Social Security and/or Medicare tax, typically due to reclass of taxable or non-taxable income (injury); assure each employee is classified correctly in HCM under FICA class in conjunction with existing Publication 15 and Section 218 agreements, especially with regards to election workers, sworn personnel or formerly sworn rehires; 1099 reporting for deceased employees' next of kin; and ascertaining taxable benefits.
- 10% Review, test and analyze new programs, fixes to bugs or incorrect programming, tax updates and system upgrades in HCM test or development; inclusive of running test payrolls, reading programming, recommending changes, and analysing People Tools or update/upgrade notes for solutions; and oversee HCM payroll related migration approvals.
- SLCIP administrator; oversee the Donor program; oversee garnishment, inclusive of acting as backup for absent staff and providing advice regarding CCCP limits, federal and state laws and types of garnishments; oversee injury payment to ensure correct input based on tax-year reporting parameters; oversee FLSA payment, inclusive of NDB FLSA payments; oversee deferred compensation; oversee direct deposit program; prepares year-end journal entries for the accrual of paid time off, special payment expenses and 27th payroll expenses; maintains the Payroll Administration website; maintains of some forms on the "DER Forms website"; and oversees Payroll Administration record retention.
- Administer retro payments; design, test, implement, query and document systems to calculate retroactive payments and deductions for the three sworn unions; supervise and advise all payroll staff on retroactive payments because of pay progression, late promotions, late reclassification implementations, or overpayments; and provide payroll manuals and classroom instruction on pay progression.
- Act as liaison for the Comptroller between unions, outside agencies and other governmental agencies relating to affidavits, subpoenas, and requests for information; testifies on behalf of the City of Milwaukee in court proceedings; and respond to several year-end audits, typically within the purview of CAFR, deferred compensation and pension programs.
- 5% Preparation, analysis and collector of military leave of absence employee pension payment collections in compliance with USERRA. Audit and data input of owed employee pension contributions for other employees who did not contribute to their pension as required by Chapter 36.
- Security administrator for Citytime Adjustments and Citytime Auto Allowance access; provides Department Administrator access for Citytime Timecards for departments and provides instruction and advice on Citytime procedures; and is primary administrator for auto allowance inclusive of system administrator, auditor of payments to ensure compliance with ordinal language and IRS rates, and assures all information is entered timely.

Minimum requirements include a bachelor's degree in accounting or a related field; a minimum of five years of experience in a leadership capacity performing related payroll accounting work. Experience in the use of PeopleSoft HCM; and strong project management background with experience in systems testing is highly desirable.

In considering the classification level for the City Payroll Manager, a comparison was made with the other Division Managers in the Comptroller's Office

| Title                                     | Pay Range | Minimum  | Maximum   |
|---|-----------|----------|-----------|
| Accounting Manager                        | 1IX       | \$75,478 | \$105,669 |
| Audit Manager                             | 1IX       | \$75,478 | \$105,669 |
| City Payroll Manager                      | 1HX       | \$70,827 | \$99,154  |
| Functional Applications Manager           | 1IX       | \$75,478 | \$105,669 |
| Grants Fiscal Manager                     | 1IX       | \$75,478 | \$105,669 |
| Revenue and Financial Services Specialist | 1IX       | \$75,478 | \$105,669 |

The <u>Accounting Manager</u> is responsible for managing a uniform accounting system for all city government financial transactions and the production of the city's annual *Comprehensive Financial Report* required by City Charter. The position manages as staff that oversee the timeliness and accuracy of all financial transactions; produce the city's annual *Comprehensive Financial Report*; counsel and advise City departments regarding the accounting structure and any accounting issues that arise; manage the accounting systems for the city's debt obligations, which includes financial reports for 100+ Tax Incremental Districts; and direct the accounts payable processes. Minimum requirements include a bachelor's degree in accounting and five years of experience as an assistant accounting manager or similar position.

The <u>Audit Manager</u> is responsible for managing the Internal Audit Division and ensuring that high risk areas of the city are audited consistently and professionally for quality work in order to decrease risk and improve operations of city departments. Through these audits, the manager is responsible for managing and improving financial as well as operational internal controls for various programs across city departments. Minimum requirements include a bachelor's degree with a major in accounting, business administration, finance, or a closely related field and four years of progressively responsible professional auditing experience gained in a professional internal auditor or external auditor position, performing financial, compliance, operational, and/or performance auditing, including two years of supervisory experience. One or more of the following certifications: Certified Public Accountant (CPA), Certified Internal Auditor® (CIA®), or Certified Government Auditing Professional® (CGAP®)

The <u>Functional Applications Manager</u> is responsible for the research, specification, design, implementation, and troubleshooting of all computer systems and software applications supporting the Comptroller's Office. Minimum requirements include a bachelor's degree in accounting, business administration, management information systems or a related degree and five years' experience with payroll and financial computer systems and large scale networks or database analysis.

The <u>Grants Fiscal Manager</u> is responsible for ensuring, to the extent possible, that all grant monies received by the city are properly accounted for, managed, and used for the purpose for which they were intended. Each year the city receives and disburses, through city departments and 100 community-based organizations, approximately \$100 million. This manager directs a staff of that analyses and monitors financial transactions associated with these grants; directs and oversees on-site audits of community-based organizations; performs all required human resources, budgeting, and employee relations work required for the division; and creates a single report, called the Single Audit Report, for all grant monies received above a specified threshold, as required by the federal government; and counsels and assists staff in other city departments and community based organizations in the financial aspects of grants administration. Minimum requirements include a bachelor's degree in accounting and five years of professional accounting or auditing experience.

The <u>Revenue and Financial Services Specialist</u> performs high-level financial analysis and supports debt issuance and administration. Minimum requirements include a bachelor's degree in business administration, finance, public administration, or related field and five years of related, professional-level finance experience, including analysis, interpretation and reporting of financial data; preparation of financial statements and extensive use of spreadsheet software.

In comparing the scope of responsibilities for the Comptroller's Office Division Managers, this report concludes that the City Payroll Manager exercises approximately the same degree of responsibility and requires the same degree of knowledge and skill to perform the work. This position has not been reviewed for classification determination for a very long time. Based upon this comparison with other Division Managers, this report concludes that the City Payroll Manager's pay level is lower than the position's actual level of responsibility.

Another consideration in determining a classification level for the City Payroll Manager is the cost of labor for similar positions in southeastern Wisconsin. Below are market rates of pay as reported by the Economic Research Institute (ERI), a salary survey to which the city subscribes.

ERI. Pavroll Director

| Geographic Area | 10th       | 25th       | Survey    | 75th       | 90th       |
|-----------------|------------|------------|-----------|------------|------------|
|                 | Percentile | Percentile | Mean      | Percentile | Percentile |
|                 |            |            |           |            |            |
| West Allis      | \$96,700   | \$112,087  | \$130,803 | \$150,838  | \$170,046  |
| Waukesha        | \$96,597   | \$111,962  | \$130,633 | \$150,611  | \$169,817  |
| Racine          | \$91,463   | \$106,262  | \$124,638 | \$145,047  | \$164,395  |
| Milwaukee       | \$96,179   | \$111,499  | \$130,111 | \$150,091  | \$169,342  |
| Madison         | \$91,358   | \$105,685  | \$123,175 | \$142,381  | \$161,430  |
| Kenosha         | \$98,773   | \$114,425  | \$133,405 | \$153,275  | \$172,073  |

ERI describes the responsibilities of a Payroll Director as: Directs and evaluates payroll department operations and staff. Establishes internal controls to ensure accurate and timely payroll processing. Resolves various payroll liability accounts and remedies discrepancies.

This market data shows that the City of Milwaukee rates of pay are below market for a Payroll Manager and are likely below market for the other Division Managers in the Comptroller's Office.

In considering this position's scope of responsibility in comparison to other Division Managers as well as the market rates of pay for comparable positions in southeastern Wisconsin, this report recommends that the City Payroll Manager be reallocated to rates of pay comparable to those of the other Division Managers in the Comptroller's Office.

Therefore, this report recommends reallocating the City Payroll Manager to Pay Range 1IX (\$75,478 - \$105,669). To further assist the department in recruiting and retaining the best candidates for this position, this report further recommends that recruitment may be at any point in the range based on experience and credentials with the approval of DER.

| Current     | Assistant City Payroll Manager | PR 2IX (\$58,462 - \$81,844)                | One Position |
|-------------|--------------------------------|---|--------------|
| Recommended | Assistant City Payroll Manager | PR 1GX (\$66,435 - \$93,010)                | One Position |
|             |                                | FN: Recruitment may be at any rate with the |              |
|             |                                | approval of DER.                            |              |

At the direction of the City Payroll Manager, the Assistant City Payroll Manager's primary responsibility is for payroll, taxation and related activities whose outcome is compliance with labor contracts, ordinances, civil service rules and legal requirements of local, state, and federal government, internal revenue service rules and regulations, and private service providers related to payroll deductions. Provide direction of the activities of payroll staff through development and control of

all tasks necessary to accomplish the city's payroll processing objectives. This includes relationships/communication with city officials, their staff, internal and external auditors and state and federal agencies. Responsible for the input, control, credibility, accuracy, analysis and modifications of the payroll system. Includes the issuance of accurate employee payments and payroll records. These functions are accomplished through the organization of tasks and functions by communication of ideas, plans and techniques to all involved personnel. Duties and responsibilities include:

- Review, implement, train, and supervise staff on all garnishment, child support, levy, and bankruptcy paperwork/ entries; inclusive in communications with State and Federal taxing authorities, child support authorities, law offices, garnishees, and the State of WI courts; knowledge of garnishment priorities, CCCP laws for maximum deductions, HCM table set-ups for calculation and exemption amounts, Debtor's Answers, and State laws; must handle high volumes of correspondence via postal mail and electronic mail, computer applications, and calls from garnishees that are in a stressful situation; execution of elWO system for child support orders; distributes of biweekly deduction registers to the State and various law offices; and confirms payment amounts with Accounts Payable and Treasurer's Office.
- Responsible for the hands-on execution of data transfers and batch programs that format and load time and payment data from front-end software or electronic files to HCM "load master" for the City of Milwaukee; responsible for the hands-on execution of programs and queries that edit, load and review payroll, deductions, and taxes in process; responsible for hands-on execution of batch programs that calculate and print pay checks, produce reports and generate interface data provided to the GL, financial institutions, unions, ERS, etc. "pay master" for the City of Milwaukee payrolls; review and direct payroll accounting transactions to ensure proper recording of city expenditures; review and reconcile payroll deductions for accuracy and compliance; compile, load and review time owed and allowed balances to ensure compliance with ordinal language, communicate non-compliance to citywide department personnel; and maintain HCM table set-ups, inclusive of tax, earn codes, deductions and other configuration tables and parameters.
- Provide direction and coordination to Payroll Administration and citywide departmental payroll personnel to ensure compliance with contractual, ordinal, legal and external agency requirements and provisions; inclusive in electronic mail and/ or memo/letter reminders of deadlines, procedures and best practices; answering questions on a case-by-case basis typically directing employees how to find the information or recollecting city practices; provide information, advice and recommendations to city officials, department heads, payroll staff and city employees to effectively manage policies and procedures or changes to policy and procedures to conform to legal and contractual requirements or to provide a cost/benefit analysis of requested change; assign duties and review outcomes; and provide citywide direction on administration of front-end (Citytime timecards, adjustments and auto allowance) and HCM systems.
- Security administrator for Citytime Adjustments and Citytime Auto Allowance access; provides Department Administrator access for Citytime Timecards for departments and provides instruction and advice on Citytime procedures; maintains the Payroll Administration website; maintains of some forms on the "DER Forms website"; and supervises Record Retention activities.
- Review, test, and analyze new programs, fixes to bugs or incorrect programming, tax updates and system upgrades in HCM test or development; inclusive in running test payrolls, reading programming, recommending changes, and analysing People Tools or update/upgrade notes for solutions.
- 5% Assist City Payroll Manager in management duties as directed.

Minimum requirements include a bachelor's degree in accounting or a related field and a minimum of 3 years of related payroll accounting work with at least one year of experience in a leadership capacity. Experience in the use of PeopleSoft HCM; and strong project management background with experience in systems testing is highly desirable.

In considering the classification level for the Assistant City Payroll Manager, comparison was made with the other Assistant Division Managers in the Comptroller's Office:

| Title                           | Pay Range | Minimum  | Maximum  |
|---------------------------------|-----------|----------|----------|
| Assistant Accounting Manager    | 1GX       | \$66,435 | \$93,010 |
| Assistant City Payroll Manager  | 2IX       | \$58,462 | \$81,844 |
| Assistant Grants Fiscal Manager | 1GX       | \$66,435 | \$93,010 |

Under the general supervision of the Accounting Manager, the <u>Assistant Accounting Manager</u> is responsible for the timely and accurate reporting of all financial transactions in all 102 funds of the city; the supervision, review, recording, and reconciling of all financial transactions including accounts payable, accounts receivable, fixed assets, inventory, and debt; preparation and coordination of the Comprehensive Annual Financial Report (CAFR) for the city; the research, analysis and resolution of accounting issues; the drafting and updating of policies and procedures; and managing the daily operations of the General Accounting Division staff.

This <u>Assistant Grants Fiscal Manager</u> assists in the supervision and managerial direction of employees in the Revenue and Cost Division; ensures that the city is complying with the accounting and financial reporting provisions of the Community Development Block Grant (CDBG) Program; works closely with the Community Development Grants Administration (CDGA) and sub-grantees to ensure that the accounting and financial reporting procedures are compliant with federal guidelines and city requirements; helps to minimize questioned costs for which the city could be liable by continually and effectively monitoring and the financial use of grant funds by city departments and sub-recipients; assists with maintaining an adequate and effective grants management system and internal accounting controls for the grants; and assists in ensuring that the city complies with the laws, regulations and requirements established by the granting agencies, Generally Accepted Accounting Principles (GAAP), the Uniform Grant Guidance and the city's policy guidelines.

In comparing the scope of responsibilities for the Comptroller's Office Assistant Division Managers, this report concludes that the Assistant City Payroll Manager exercises approximately the same degree of responsibility and requires the same degree of knowledge and skill to perform the work. This position has also not been reviewed for classification determination for a very long time. Based upon this comparison with other Assistant Division Managers, this report concludes that the City Payroll Manager's pay level is lower than the position's actual level of responsibility.

This report therefore recommends reallocating the Assistant City Payroll Manager to Pay Range 1GX (\$66,435 - \$93,010). To further assist the department in recruiting and retaining the best candidates for this position, this report further recommends that recruitment may be at any point in the range with the approval of DER.

| Current     | City Payroll Assistant - Senior | PR 5GN (\$41,610 – \$49,946)   | Three<br>Positions |
|-------------|---------------------------------|--|--------------------|
| Recommended | City Payroll Specialist         | PR 2DN (\$42,500 - \$59,498) FN: Recruitment is at \$47,095 and may be at any point in the range based on experience and credentials with approval of DER. | Three<br>Positions |

This City Payroll Specialist edits, processes, and pre-audits all data required for the proper operation of PeopleSoft Human Resources System (HRMS) to endure the accuracy of payments made to approximately 10,000 City of Milwaukee employees. This position will answer questions and resolve problems related to employee pay, deductions, leave balances, and other payroll issues. The City Payroll Specialist is the final authority to ensure compliance with the provisions of labor agreements and ordinances covering all personnel.

45% Edit and audit all timecard and adjustment records for the city payroll to ensure that all employee pay is properly computed in accordance with City Service Commission rules, Fire & Police Commission rules, Salary Ordinance, Chapter 350, and union agreements; perform adjustments consisting of reclasses in injury, vacation, sick, FMLA, holiday, comp and overtime hours; TOA hours to clear balances due to terminations, increase hours due to union changes, etc.; dollars that pay retroactive promotions or reclassifications, buyouts due to terminations, special payments due to ordinance or contracts, overpayments, etc.; focuses on city procedures as it relates to

pensionable periods, tax years; timecard audits consist of fire short payments, holiday entries, FLSA entries, etc.; and instruct/advise, on a daily basis, to department or bureau payroll and HR personnel of proper methods of processing employee payments through HRMS and Citytime. This includes usage of proper forms, dates, related pay/shift codes, instruction on appropriate balancing and controls, taxes, FLSA, and pension.

- Process garnishments, child support, tax levies, and bankruptcies for all City of Milwaukee employees; review and implement all garnishment, child support, levy, and bankruptcy paperwork, communication, and entries; inclusive in communication with State and Federal taxing authorities, child support authorities, law offices, garnishees, and the State of WI courts; must handle high volumes of correspondence via postal mail and electronic mail, computer applications, and calls from garnishees that are in a stressful situation; execution of eIWO system for child support orders; and distributes biweekly deduction registers to the State and various law offices.
- Function as the Comptroller's departmental payroll clerk; enter and approve hours in on-line time entry system; prepare and process employee pay, deduction, and tax requests, personnel reports, job descriptions, sick leave usage and control activity reports; enter new hires, terminations and transfers; maintain personnel and payroll files; generate biweekly payroll reports from HRMS; certify the departmental bi-weekly payroll; prepare and maintain OSHA log for reporting occupational injuries and illnesses; monitor and approve data entered into Employee Self -Service system; provide accurate and reliable personnel data and information to division heads; furnish salary information for annual budget purposes; and answer questions on an ad-hoc basis.
- Input balance adjustments to deductions, especially deferred compensation and FSAs, year-to-date employee earnings balances for the city payroll; create, run, and maintain queries in HRMS and Citytime to be used to analyze and resolve bi-weekly payroll problems for the city payroll; and provide research for information requests regarding city employee payments, leave accumulations and use, deductions taken or other information requests from city employees, or written requests from outside agencies using available reports or system on-line capabilities.
- 5% Enter and verify federal and state tax forms, lock in letters, direct deposit, employee deductions for pay, inclusive of union fees, political fees, separate banking relationships, separate life insurance arrangements, W and UPAF, salary advances, equipment repayments, and garnishments; for all City of Milwaukee employees maintaining the paper files of each.
- Distribute payroll deduction listings to outside agencies and other appropriate personnel; communicate with outside agencies; verify electronic transfers of Direct Deposits; verify payroll checks for payday distribution; and maintain check usage logs.

Minimum requirements include four years of general office background, with two years in payroll; and bookkeeping skills with some accounting background.

In considering the classification level for the City Payroll Assistant - Senior, comparison was made with similar positions in the Comptroller's Office:

| Title                         | Positions | Pay Range | PR       | Title    | PR       |
|-------------------------------|-----------|-----------|----------|----------|----------|
|                               |           |           | Minimum  | Minimum  | Maximum  |
| Accountant II – 2 positions   | 2         | 2DN       | \$42,500 | \$47,095 | \$59,498 |
| City Payroll Assistant-Senior | 3         | 5GN       | \$41,610 |          | \$49,946 |

The Accountant II in the General Accounting Division is responsible for directing, training, and overseeing the accounts payable processing, both internal and to other city departments, including but not limited to: review, analysis and reconciliation of check register and approved groups prepared by Accounting Program Assistants II and III. This position also provides lead technical support in accounts payable documentation processing and create and maintain a system of imaging contracts, agreements and leases for the office including required accounting standards data for financial report

disclosure. In addition, this position provides support to the professional accountants in various account reconciliations, analysis and data entry into various accounting modules and assist with accounting system testing as required.

The <u>Accountant II</u> in Community Development Act Grant Accounting ensures that the city is complying with the cash management and allowable costs requirements of the various grant programs. The Accountant II is responsible for accurate and timely drawdown of funds related to various federal grant programs. The position will also work very closely with city departments and the city's sub-recipient financial personnel to ensure that expenditures of the grants are allowable and allocable, timely, accurate and compliant with the grant guidelines. Performing this function allows the city to remain eligible for the approximately \$85 million of annual grant funding.

In comparing the scope of responsibilities of the City Payroll Assistant-Senior with the Accounting II positions in General Accounting and Community Development Act Grant Accounting, this report concludes that the City Payroll Assistant-Senior positions are exercising approximately the same degree of responsibility. While these positions have different focus, all the positions perform a critical role in ensuring compliance. This report therefore concludes that the City Payroll Assistant-Senior pay level is lower than the title's actual level of responsibility.

This report therefore recommends reclassifying this position to Pay Range 2DN (\$42,500 - \$59,498 with recruitment at \$47,095). To further assist the department in recruiting and retaining the best candidates for this position, this report further recommends that recruitment may be at any point in the range with the approval of DER.

Action Required – Effective Pay Period 1 (December 29, 2019)

In the Salary Ordinance

Under Pay Range 1HX

Delete the title 'City Payroll Manager'

Under Pay Range 1IX

Add the title 'City Payroll Manager (6)(14)'

Under Pay Range 2IX

Delete title 'Assistant City Payroll Manager'

Under Pay Range 1GX

Add the title 'Assistant City Payroll Manager (8)(18)'

Under Pay Range 5GN

'Delete the 'City Payroll Assistant - Senior'

Under Pay Range 2DN

Add the title of "City Payroll Specialist (19)(38)" and add the following footnotes:

(19) Recruitment is at:

| Biweekly | 1,811.34  |
|----------|-----------|
| Annual   | 47,094.84 |

and may be at any point in the range based on experience and credentials with approval of DER.

(38) Recruitment is at:

| Biweekly | 1,865.68  |
|----------|-----------|
| Annual   | 48,507.68 |

and may be at any point in the range based on experience and credentials with approval of DER.

In the Positions Ordinance

Under Comptroller, Payroll Administration Division

Delete 3 positions of 'City Payroll Assistant-Senior' and add three positions of 'City Payroll Specialist'.

Prepared by: <u>Andrea Knickerbocker</u>

Andrea Knickerbocker, Human Resources Manager

Approved by:

Makda Fessahaye, Employee Relations Director

# **Job Evaluation Report**

City Service Commission Meeting: February 23, 2021

Department of Administration – Office of Equity and Inclusion

| Current                                 | Recommended                                     |
|---|---|
| Administrative Specialist               | Administrative Specialist                       |
| PR 2CN (\$39,881 - \$55,825)            | PR 2CN (\$39,881 - \$55,825)                    |
| (One Position)                          | (One Position)                                  |
| (Located in the Office of the Director) | (Located in the Office of Equity and Inclusion) |

Note: Residents receive a rate that is 3% higher.

The Department of Administration (DOA) has requested the study of one vacant position of Administrative Specialist in Pay Range 2CN (\$39,881 - \$55,825). The position was previously located in the Office of the Director and was unfunded. As part of the 2021 budget, the position is now funded and the department has moved the position to the new Office of Equity and Inclusion (OEI). Materials were provided by DOA and discussions were held with Sharon Robinson, Administration Director and Nikki Purvis, Small Business Development Director.

This position will perform highly responsible administrative work related to the advancement of racial equity and inclusion in city government and ensure the effective functioning of the division's responsibilities pertaining to the Racial Equity and Inclusion Leadership Team, the Small Business Enterprise (SBE) Program, and the Equal Rights Commission. Duties and responsibilities include the following.

- Assume administrative responsibility for preparation and maintenance of expense vouchers, invoices, and Procard payments.
- Generate publications, including monthly, quarterly and annual reports, and related publications.
- Perform as lead customer contact for citizens on behalf of the office.
- Assist the Chief Equity Officer in the preparation of various presentation materials for the Common Council Committee meetings, Equal Right Commission meetings, Racial Equity and Inclusion Leadership Team meetings and other external committee hearings and meetings.
- Assist in coordinating meetings and agendas, prepare and distribute minutes.
- Liaison with all city departments regarding timely and appropriate submittal of equity action plans, departmental monthly SBE reports and related materials.
- Coordinate and assist in the preparation and distribution, and maintenance of Small Business Enterprise Program documents.
- Coordinate and assist in the preparation of materials for various cyclical Common Council Committee meetings, annual budgets and hearings, including PowerPoint presentations and other correspondence.
- Ensure that information and open records requests are routed immediately to the Chief Equity Officer.
- Assist in the response to requests for public information and open records requests from elected officials and the general public; maintain a register of open records requests and their disposition.
- Assume administrative responsibility for preparation of public information materials under statutory or critical deadlines.

Minimum requirements include four years of office support experience performing duties related to the position. Equivalent combinations of education and experience may be considered. These requirements have not yet been assessed by the Staffing Division.

In reviewing this position, comparisons were made to other high-level administrative support positions in the city including the following classifications:

| Title                              | Pay Range | Rates               |
|------------------------------------|-----------|---------------------|
| Administrative Specialist - Senior | 2EX       | \$48,670 - \$63,426 |
| Administrative Specialist          | 2CN       | \$39,881 - \$55,825 |
| Administrative Services Specialist | 2BN       | \$37,425 - \$52,391 |

A review of the classifications indicates that the requested level of Administrative Specialist in Pay Range 2CN (\$39,881 - \$55,825) is appropriate. There is one other Administrative Specialist position in the Budget and Management Division (BMD) of DOA. The basic function of that position is to assist the Budget and Management Division in performing their responsibilities in a timely, accurate, and customer-supportive fashion. This is achieved through highly responsible administrative work related to the development and implementation of the city's annual budget; ensuring 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 supporting the division's public information responsibilities through correspondence and public records assistance. Duties and responsibilities include administrative responsibility for preparation of public information materials under statutory or critical deadlines; generating complex budget publications including the annual budget summary; and coordinating and assisting with the preparation and submittal of material for meetings of the Finance and Personnel Committee and the Capital Improvements Committee and annual Budget hearings. These include fiscal impact statements, PowerPoint presentations and general correspondence.

The position under study will also be performing highly responsible administrative work related to the advancement of racial equity and inclusion in city government and ensuring the effective functioning of the division's responsibilities related to the Racial Equity and Inclusion Leadership Team, the Small Business Enterprise Program and the Equal Rights Commission. Some similar duties and responsibilities include generating publications; assisting in the preparation of presentation materials including PowerPoint presentations and general correspondence; coordinating and assisting in the preparation of materials to submit to various committee meetings; and assisting in the response to requests for public information and open records requests.

We therefore recommend this position that has been moved to the new Office of Equity and Inclusion continue to be classified as Administrative Specialist in Pay Range 2CN (\$39,881 - \$55,825).

#### No Action Required

| Prepared By:          | Sarah Trotter                                 |
|-----------------------|---|
|                       | Sarah Trotter, Human Resources Representative |
| Prepared/Reviewed By: | Andrea Knickerbocker                          |
|                       | Andrea Knickerbocker, Human Resources Manager |
| Reviewed By:          |   |
| •                     | Makda Fessahave, Employee Relations Director  |

#### **Job Evaluation Report**

City Service Commission Meeting: February 23, 2021

# **Department of Public Works**

**DPW-Operations Division-Administration Section** 

| Current                        | Recommended                  |
|--------------------------------|------------------------------|
| Operations Services Supervisor | Operations Services Manager  |
| PR 1BX (\$48,670 - \$67,616)   | PR 1FX (\$62,338 - \$87,270) |
| FN: GIC 4.8%                   | FN: GIC 4.8%                 |
| One Position                   | One Position                 |

Note: Residents receive a rate that is 3% higher.

**DPW-Transportation Fund-Parking Operations and Maintenance Section** 

| Current                      | Recommended  |
|------------------------------|--|
| Parking Financial Manager    | Transportation Financial Analyst                       |
| PR 1FX (\$62,338 - \$87,270) | PR 2JX (\$62,338 - \$87,270)                           |
| FN: GIC 4.8%                 | Recruitment is at \$68,571 and may be at any rate with |
| One Position                 | DER approval   |
|                              | FN: GIC 4.8%   |
|                              | One Position   |

Note: Residents receive a rate that is 3% higher.

**DPW-Operations Division-Fleet Services Section** 

| Current                               | Recommended   |
|---------------------------------------|---|
| Fleet Operations and Training Manager | Fleet Operations and Training Manager                 |
| PR 1EX (\$58,462 - \$81,844)          | PR 1EX (\$58,462 - \$81,844)                          |
| FN: GIC 4.8%                          | Recruitment may be at any point in the range with DER |
| One Position                          | approval  |
|                                       | FN: GIC 4.8%  |
|                                       | One Position  |
| Fleet Training Supervisor             | Fleet Operations and Training Supervisor              |
| PR 1AX (\$48,670 - \$63,426)          | PR 1CX (\$51,469 - \$72,063)                          |
| Recruitment is at \$56,746            | Recruitment may be at any point in the range with DER |
| FN: GIC 4.8%                          | approval  |
| One Position                          | FN: GIC 4.8%  |
|                                       | One Position  |

Note: Residents receive a rate that is 3% higher.

**DPW-Operations Division-Sanitation Services Section** 

| Current                      | Recommended                             |
|------------------------------|---|
| Sanitation Yard Attendant    | Sanitation Yard Attendant               |
| PR 8DN (\$33,857 - \$40,450) | PR 8DN (\$33,857 - \$40,450)            |
| Recruitment is at \$36,843   | Recruitment is at \$36,843              |
| Fourteen positions           | 3% incentive when assigned brine duties |
|                              | Fourteen positions                      |

Note: Residents receive a rate that is 3% higher.

# Background

The Department of Employee Relations has received a request to study various positions within the Department of Public Works-Operations Division. New job descriptions were provided and discussions were held with Operations Division Director, Danielle Rodriquez.

| Current     | Operations Services Supervisor | PR 1BX (\$48,670 - \$67,616) | One Position |
|-------------|--------------------------------|------------------------------|--------------|
|             |                                | FN: GIC 4.8%                 |              |
| Recommended | Operations Services Manager    | PR 1FX (\$62,338 - \$87,270) | One Position |
|             |                                | FN: GIC 4.8%                 |              |

At the direction of the Director of Operations, the Operations Services Manager implements strategic plans, administers policies and procedures for consistent and quality application, and manages the day to day and seasonal business operations that support the four sections and snow and ice control operations. This position provides direct supervision and management of Operations Administration staff for billing, invoice processing, and code violation billing. The Operations Services Manager also oversees snow and ice management and support schedules, supports staffing, recruiting, training, and procedural consistency. This position liaises with the Comptroller and Treasurer's Office for billing and collections and coordinates with the DPW Special Event Permit Office and the DPW Public Information Officer as needed for DPW Operations. This position works closely with DPW Administration staff to assist section managers with human resource related needs. Duties and responsibilities include the following:

- 30% Provide planning, programs implementation, progress monitoring, documentation, and analysis of results to improve overall operation of the division. Administer policies and procedures of the department and division to ensure consistency of application.
- 20% Coordinate snow and ice control operations through the review and development of standard operating procedures, winter season staffing including Route Monitors, Auxiliary Supervisors, and schedule administrative staff as needed for operation after hours; ensure collection and reporting of operation progress, salt usage, hours of work, equipment used, etc.; develop and update manuals, training sessions, and database systems; collaborate with the Administrative Services Manager for budget reporting; oversee all snow and ice control documentation and forms for consistency and accuracy; and maintain archival records and provide routine reports and statistics upon demand and as requested.
- Supervise administration section staff to include one Program Assistant III and three Program Assistant II's; manage daily schedules, approve payroll, vacation, and other time off scheduling, monitor workload to make adjustments as needed, and review process for increased efficiency, accuracy and cross training for depth of staff; oversee billing and payments for Sanitation and Forestry Division code violations, invoice processing for vendors, and invoicing of division goods and services in compliance with the City of Milwaukee legal directives and policies; ensure strict timelines are met; provide various reports as requested including annual statistical reports for each section; and liaise with the Comptroller and Treasurer's Office for billing and collections.
- 10% Liaison with payroll for personnel actions of the division; track all staffing and vacancies; manage division job descriptions and other forms required by Finance and Personnel; facilitate new employee onboarding for the division; and provide information/resources related to employment, training, and advancement opportunities.
- In coordination with the DPW Public Information Officer, manage the operations division website for content and timing of public relations communications, open records requests, publications, announcements, information, and response to inquiries in a timely and professional manner; devise communication strategies and materials to education and inform elected and the public; manage the operation division's outreach efforts by updating the website, social media and brochures, etc.; manage front desk staffing including, training and specified interaction with the public; and respond to requests from elected officials for service by assigning the request to the proper section and providing timely follow up and final response to the requestor.
- Liaison with elected, Mayor's Office, other divisions, and citizen request and coordinate the operation division's response; and provide professional correspondence, meeting minutes, and other assigned reports and documents; manage office activities and details by assuming Director of Operations routine requests and matters and keeping them apprised of potential problems or concerns. Other duties as assigned.

Minimum requirements include a bachelor's degree in public administration, business, or a related field; and two years or job related experience including one year in a lead worker capacity performing similar work. Equivalent combination of education, experience and professional certification may also be considered.

This new title will perform responsibilities that encompass business finance and human resources responsibilities for the Operations Division. While there is not a directly comparable title within city government operations, this position has

responsibilities common to that of a Business Finance Manager and a Human Resource Officer, both in Pay Range 1FX (62,338 - \$87,270) and provides this support to all of the Operations Division. Of particular note is the direct operational oversight of the division's seasonal snow and ice operations. Based upon the comparable level of responsibility to these other titles, this report recommends this new title be classified as an Operations Services Manager in Pay Range 1FX (62,338 - \$87,270).

| Current     | Parking Financial Manager        | PR 1FX (\$62,338 - \$87,270)                 | One Position |
|-------------|----------------------------------|--|--------------|
|             | -                                | FN: GIC 4.8%                                 |              |
| Recommended | Transportation Financial Analyst | PR 2JX (\$62,338 - \$87,270)                 | One Position |
|             | -                                | Recruitment is at \$68,571 and may be at any |              |
|             |                                  | rate with DER approval                       |              |
|             |                                  | FN: GIC 4.8%                                 |              |

The Transportation Financial Analyst provides detailed financial analysis and reports: including narrative, financial, and statistical reports of revenues, expenses, cost-accounting and profit/loss statements for current and future operations to ensure the vitality of the Transportation Fund. This position prepares, monitors and provides analysis of previous years' operating and capital budgets for both the Parking and Street Car units within the Transportation Fund. They will also provide professional staff support to management and accounting staff for the proper financial recording, timely processing, preparation, monitoring, and control of invoices for the Transportation Fund. This position provides staff support in the department, analysis and administration of the Parking Section's operating and capital budgets; and in the analysis of parking programs, operations and functions, especially as it relates to the City of Milwaukee parking revenues and rate structures, the parking revenue collection systems and internal controls, and long-term parking needs and plans. Duties and responsibilities include:

- Provide financial reports and analysis of parking revenues, costs, expenses as well as financial projections; provides support and assistance to maintain general accounting principles and ensure city financial processes are in place, followed, and monitored; provide data as request to the Budget Office and others for budget preparation and monitoring; provide to the Parking Services Manager financial information, such as out-year cash flow development and upkeep to monitor nee for rate modifications, etc.; prepares quarterly and annual revenue and expense summary reports; monitor expenses on a regular basis; prepare financial and accounting reports; and provide analytic expertise and advice..
- Analyze and make recommendations concerning the financial impact of parking programs and operations such as: parking structure contract requirements, meter rate changes, tow policies and fees, permit policies, and citation issuance; analyze out year financial implication of contract terms; conduct research, develop necessary analytic and statistical methodologies and prepare statistical reports with clear and concise recommendations; and assist the Parking Services Manager by conducting research into parking related program changes including similar situated city methods and programs, local impacts and cost benefit analysis.
- 20% Provide financial analysis for the Street Car unit; under the direction of the Street Car System Manager, provide analysis of ridership, research rate methodologies, and monitor accounts; assist with data reporting for grants; and assist the Street Car System Manager with organizing invoices and ensuring timely payment.
- Provide research and assistance in developing and monitoring various contracts, RFPs, and bids; and monitor contract expenditures and contract balances and providing proactive reports on contracts which need to be reissued or to which more funds need to be added.
- 5% Assist with procurement projects, provide general analytical assistance and perform other duties as assigned.

Minimum requirements include a bachelor's degree in finance, accounting, business administration or a related field and at least one year of related professional experience.

The department has requested a title change for the previous Parking Financial Manager in Pay Range 1FX (\$62,338 - \$87,270) to that of a Transportation Finance Analyst in Pay Range 2JX (\$62,338 - \$87,270). The majority of the duties and responsibilities remain the same however supervisory responsibility for staff has been taken on by the Finance and Administration Manager.

This report therefore recommends the retitle of this position to Transportation Finance Analyst in Pay Range 2JX (\$62,338 - \$87,270) and also recommends a minimum rate of \$68,571 with recruitment flexibility comparable to that of the recommended title of Budget and Fiscal Policy Analyst II in the Department of Administration-Budget and Management Division.

| Current     | Fleet Operations and Training Manager | PR 1EX (\$58,462 - \$81,844)       | One Position |
|-------------|---------------------------------------|------------------------------------|--------------|
|             |                                       | FN: GIC 4.8%                       |              |
| Recommended | Fleet Operations and Training Manager | PR 1EX (\$58,462 - \$81,844)       | One Position |
|             |                                       | Recruitment may be at any point in |              |
|             |                                       | the range with DER approval        |              |
|             |                                       | FN: GIC 4.8%                       |              |

As Fleet Operations and Training Manager, this position oversees the training program for over 900 drivers and a variety of routine and specialty equipment to meet the operational needs of DPW and other city departments, while protecting the safe and proper operation of fleet equipment. This position coordinates, prioritizes, assigns, schedules, and manages the daily activity of Special Equipment Operators and other drivers to meet the daily operational needs of the various departments, divisions, and agencies of the City of Milwaukee on a 24 hours a day, 365 days per year basis while ensuring the highest level of service delivery to customers. The Fleet Operations and Training Manager also manages the DPW demo crew for demolition of designated properties as an internal service for the City of Milwaukee. Duties and responsibilities include:

- 30% Manage and oversee the training programs for all Special Equipment Operators, drivers, and laboring groups who may be assigned specialty or routine Fleet equipment such as dump trucks, cranes, snow salters and plows, endloaders and backhoes, vac all etc. for the proficient and safe operation to protect the operator, other coworkers, equipment and the public; assist the Fleet Operations Manager with managing the operations of the Fleet Dispatch unit in supervision of staff, standard operating procedures development and enactment, policy implementation, and general oversite; assist with the organization of the daily schedules of equipment and operators to meet the operational needs of DPW and other city departments; coordinate dispatch procedures and readiness for emergency response including snow and ice control operations as the central hub of initiating operations when called; provide information on availability of equipment and vendors (contractors) and supervise the operation of contacting snow plow drivers for duty; manage drivers and operation seasonal job selections to accommodate critical mission duties including call out lists, equipment availability and management, an use of the robotic callout system and data; anticipate seasonal operations to ensure availability of the equipment to meet daily requests and respond promptly to emergency and special requests for equipment and services; and coordinate and execute procedures for mounting and dismounting of seasonal equipment needed such as fall leave collection, snow and ice fleet needs, and spring dismounting for construction season.
- Develop, manage and schedule all Fleet training programs; supervise the Driver Training staff and the instruction of personnel to ensure they provide valuable, technical, safe and proper training of equipment; supervise certification testing for the Commercial Driver License (CDL) Third-Party Examiner Program; develop training programs for new equipment; coordinate new and updated training for all Fleet equipment and new drivers in particular for both refuse equipment (garbage and recycling) and snow plow operations; manage training for all City Laborers in equipment operations and snow plowing; conduct new laborer evaluations, and perform post-accident remedial training; and work in conjunction with and under the direction of the Fleet Operations manager to develop special programs as requested by customer organizations.
- Manage and coordinate the Department of Public Works (DPW) Demolition Crew with the Department of Neighborhood Services; train Special Equipment Operator IIIs for safe and proper demolition techniques and processes; coordinate with DNS, DCD and various other departments for special projects and scheduling to coordinate demolition of designated properties that is on time and within budget; create and assign work orders for properties; set up and plan demolitions including but not limited to: site preparation (ensure all utilities and obstructions are clear), document and record each property demolition hours of work, debris amounts hauled, backfill amount required, and staff and equipment hours; provide accounting of each property to DNS, the Budget Office, and others as requested; and attend annual Asbestos Inspector class to maintain State of Wisconsin Asbestos Certification.

- Interview applicants and make hiring recommendations for ODW, City Laborers, and other positions as required; participate in Probationary and continuing Assessment Reviews to ensure employees meet and participate in the established performance guidelines set by the City of Milwaukee; maintain employee records and sick leave control; investigate employee accidents and recommend discipline when appropriate; and organize the section's participation in the federally mandated Drug and Alcohol Testing Program.
- 5% Serve as the acting Fleet Operations Manager in that person's absence; and work with vendors to demonstrate equipment for future options.

Minimum qualifications include an associate's degree in business, project management, education and training or a related field and five years of direct first line supervision. These requirements have not yet been assessed by Employee Relations for hiring purposes.

This position is currently vacant. To assist the department in hiring a highly qualified candidate for this position, this report recommends the creation of a footnote for this position that allows recruitment flexibility at any point in the range with DER approval.

| Current     | Fleet Training Supervisor                | PR 1AX (\$48,670 - \$63,426)                 | One      |
|-------------|--|--|----------|
|             |  | Recruitment is at \$56,746                   | Position |
|             |  | FN: GIC 4.8%                                 |          |
| Recommended | Fleet Operations and Training Supervisor | PR 1CX (\$51,469 - \$72,063)                 | One      |
|             |  | Recruitment may be at any point in the range | Position |
|             |  | with DER approval                            |          |
|             |  | FN: GIC 4.8%                                 |          |

Under the direction of the Fleet Operations and Training Manager, the Fleet Operations and Training Supervisor develops, administers, and supervises the training program for up to 600 drivers per year in the operation of 50 different types of equipment to meet the needs of DPW and other city departments. This position promotes the safe, economical and proper operation of all Fleet equipment by providing oversight and supervision of equipment, drivers, and operators throughout DPW and other departments. The Fleet Operations and Training Supervisor investigates fleet accidents, and takes corrective action to ensure the highest level of service delivery to customers. Duties and responsibilities include:

- Administer fleet training programs for drivers and operators on 50 different pieces of equipment; supervise and direct the work of Driver Trainer Instructors that provide the training classes for drivers/operators; develop training Standard Operating Procedures (SOP's) for existing, new, and updated equipment; document all training topics, sessions, attendees and evaluations; communicate with departments on status of driver ratings; and administer Commercial Driver License (CDL) Third-Party Examiner testing, maintain training documentation and records for all training and certified training programs such as: CDL, OSHA, Forklift, Asbestos Licenses; and Special Equipment.
- Administer and coordinate the CDL Drug and Alcohol Testing Program for Fleet Services CDL employees; manage the Accident Investigation Program for all Fleet related accidents; determine preventability, initiate post-accident CDL Drug and Alcohol Testing in accordance to the Department of Transportation (DMV) requirements; investigate accidents for liability and oversee remedial driver training on fleet equipment; represent DPW at Common Council Committee meetings such as Legislative and Judicial Committee for accident claims; and coordinate with DPW Safety Division and administer Safety Blitzes for all departments.
- Oversee development and supervision of Pre-Trip Inspection Programs for DPW operations/ drivers to ensure industry and department standards are being upheld; develop SOP's and forms to support proper inspection procedures; conduct and oversee spot check inspections of equipment and operators; initiate disciplinary actions for non-compliance with established procedures and methods; and develop SOP's and forms to support and ensure equipment preventative maintenance procedures are conducted.
- As a member of the Dispatch Unit, participate in the snow and ice control operations; take part in the on-call scheduling to conduct rapid and accurate call-out of drivers and match assignments with trucks for emergency snow and ice control responses; and supervise the Dispatch Office staff to ensure responsiveness for call-out equipment, rapid response to break-downs, and equipment replacement.

10% Coordinate specialty work and operators with correct equipment and train staff to meet the needs of the city including the Forestry Department nursery tree harvesting, Demolition Crew, emergency projects and assignments, etc.; and investigate reports of damage caused by plows during snow removal operations.

Minimum qualifications include at least three years of related experience. Must possess mechanical aptitude and expertise in operation of all types of equipment. These requirements have not yet been assessed by Employee Relations for hiring purposes.

Changes to this position include an expanded training syllabus for new drivers as recent hires are starting with less driving experience and knowledge; expanded State of Wisconsin Department of Transportation Commercial Drivers Licensing training and testing requirements beginning in 2020 which expanded training to 40 hours, up from 8 hours; and increased documentation now required by the State DOT in order for the City of Milwaukee to maintain a third party examiner testing designation. Another significant change is the responsibility that this position now holds for oversight of City of Milwaukee Demolition Operations. The department has also requested this position have responsibility for General Ice and Snow removal responsibilities and therefore have the 4.8% footnote designation added to this title.

Based upon the increase in level of administrative oversight and direct operational supervision of city operations, this report recommends the classification of Fleet Training Supervisor in Pay Range (\$48,670 - \$63,426 with recruitment at \$56,746) be reclassified to Fleet Operations and Training Supervisor in Pay Range 1CX (\$51,469 - \$72,063) with recruitment flexibility at any point in the range with DER approval. With the addition of responsibility for seasonal snow and ice control, this report also recommends the addition of the GIC 4.8% footnote.

| Current     | Sanitation Yard Attendant | PR 8DN (\$33,857 - \$40,450)            | 14 Positions |
|-------------|---------------------------|---|--------------|
|             |                           | Recruitment is at \$36,843              |              |
| Recommended | Sanitation Yard Attendant | PR 8DN (\$33,857 - \$40,450)            | 14 Positions |
|             |                           | Recruitment is at \$36,843              |              |
|             |                           | 3% incentive when assigned brine duties |              |

The DPW-Operations Division has requested the addition of a 3% incentive footnote for Sanitation Yard Attendants who are assigned to perform brine duties.

Prior to 2016, Brine was only used in 3 tanker trucks to apply salt brine to the bridges to prevent the bridge decks from freezing in the early winter season during frost events. At that time the operations would use 5450 gallons per operation with only a handful of operations per year. In 2017 the number of anti-icing trucks expanded from the original three to six. At that time, the operation first began pre-wetting salt with brine carried in the saddle tanks on the salt trucks.

Over time, the use of brine has increased in order to effectuate the salt application and reduce the amount of salt necessary to get the job done. Brine usage in 2017-2018 was 277,270 gallons, usage in 2018-2019 was 640,276 gallons, usage in 2019-2020 was 663,507 gallons.

For 2020-2021, additional storage tanks have been added to accommodate an additional 26,000 gallons of brine; an ancient brine maker at 14th and Walnut has been replaced with a new computerized system; and computerized mixing and filling stations have been added at Industrial road, State Street and 6th and Howard. As a result, all six of the Operations Division sites are now equipped with both Calcium Chloride and salt brine storage.

This development in turn means that for the first time DPW-Operations will use not only use brine, but what the Industry calls Hotmix; a calculated recipe of brine and CaCl for a more powerful deicer (replacing high priced treated salt) when needed as pavement temperatures dip below 15 degrees.

With the evolution of the Brine liquids program and the resulting increased responsibilities performed by Sanitation Yard Attendants, the Division has requested an additional 3% in compensation for Sanitation Yard Attendant when they are assigned Brine duties. These duties include: manufacturing brine; manually cleaning brine equipment; ensuring adequate storage; and monitoring the filling of Tankers and Salt trucks before and during winter operations in support of the Division's snow and ice control operations of six tankers and 103 salt trucks.

The Brine mixing process requires a good understanding about the chemical reactions of mixing compounds as well as skill in using the computer technology used to manage the mixtures. Water, salt and calcium chloride solutions can be finicky. If any of the various brine solutions are made incorrectly, even by a 1% solution error, an entire incorrectly made batch could shut down an entire yard of trucks for several hours or days. The feeder lines and spraying mechanisms can freeze or get gummy making the spray lines unusable until thawed and cleaned. In a very bad scenario, if mixed without precision and applied on the street, the Division has experienced streets becoming frozen and slippery. An incorrectly measured solution will actually completely freeze up and regular salt will not unfreeze it.

This requested footnote will acknowledge and incentivize these increased Brine responsibilities. Sanitation Yard Attendants will perform Brine responsibilities at the direction of an Operation Division Manager during anti-icing or pre-wet operations, when the Brine team is activated. The additional cost for this 3% footnote for Sanitation Yard Attendants over the course of the General Ice Control winter season from October 1st through May 1st is estimated at \$7,560.

Based upon the level of skill required by a Sanitation Yard Attendant to perform Brine Operations as well as the impact on the success of the Operations Division's GIC operations, this report recommends the addition of a footnote that provides an additional 3% in compensation for Sanitation Yard Attendants when assigned to perform Brine Operations.

## Action Required - Effective Pay Period 1 2021 (December 27, 2020)

#### In the Salary Ordinance

Under Pay Range 1BX

Delete the title "Operations Services Supervisor (1) (4)"

Under Pay Range 1CX

Add the title "Fleet Operations and Training Supervisor" with the footnotes (1) (3) (4) (6). Create footnotes (3) and (6) to say the following:

- (3) Recruitment may be at any rate in the range with the approval of DER
- (6) Recruitment may be at any rate in the range with the approval of DER

Under Pay Range 1EX

Create footnotes (15) (30) and add to the title "Fleet Operations and Training Manager (4) (19)"

- (15) Recruitment may be at any rate in the range with the approval of DER
- (18) Recruitment may be at any rate in the range with the approval of DER

Under Pay Range 1FX

Delete the title "Parking Financial Manager (4) (13)"

Add the title "Operations Services Manager (4) (13)"

Under Pay Range 2JX

Add the title "Transportation Financial Analyst (1) (6) (8) (13). Create footnotes (6) and (13) to say the following:

(6) Recruitment is at:

|          | Biweekly        | 2,637.35  |
|----------|-----------------|-----------|
|          | Annual          | 68,571.10 |
| (13) Rec | ruitment is at: |           |
|          | Biweekly        | 2,716.47  |
|          | Annual          | 70 628 22 |

#### Under Pay Range 8DN

Create footnotes (13) (26) and add to the title "Sanitation Yard Attendant (11) (24)":

- (13) An employee to be compensated an additional 3% when assigned to perform Brine Operations duties.
- (26) An employee to be compensated an additional 3% when assigned to perform Brine Operations duties.

#### In the Positions Ordinance

Under Department of Public Works-Operations Division-Administration Section General Office

Delete one position of 'Operations Services Supervisor'

Add one position of 'Operations Services Manager'

Under Department of Public Works-Transportation Fund-Parking Operations and Maintenance Decision Unit

Parking Administration/Structures/Meters

Delete one position of 'Parking Financial Manager (Y)'

Add one position of 'Transportation Financial Analyst'

Under Department of Public Works-Operations Division-Fleet Services Section

**Operations Dispatch** 

Delete one position of Fleet Training Manager

Add one position of Fleet Operations and Training Supervisor

Prepared by: Andrea Knickerbocker

Andrea Knickerbocker, Human Resources Manager

Reviewed by:

Makda Fessahaye, Employee Relations Director

#### JOB EVALUATION REPORT

City Service Commission Meeting: February 23, 2021

#### **Health Department**

| Recommended   |
|---|
| Healthcare Access Program Coordinator PR 1AX (\$48,670 - \$63,426) FN: Recruitment at any point in the range with DER approval (One Position) |
|   |

Note: Residents receive a rate that is 3% higher.

#### **Background**

The Department of Employee Relations (DER) has received a request from Marlaina Jackson, Interim Commissioner of Health, to classify one new position in the Community Health Division. A job description was provided and discussions were held with Erica Olivier, Maternal and Child Health Director; Sherida Strong-Rimmer, Healthcare Access Program Manager; Rocio Serna, Human Resources Officer; and Sarah Wangerin, Human Resources Analyst-Senior.

#### **Duties and Responsibilities**

Under the direction of the Healthcare Access Program Manager, this position will provide high-level coordination for services under the Community Healthcare Access Program (CHAP) including program outreach, educational and training opportunities, day-to-day operational support of the MHD Healthcare Access team and the functionality of service provisions with related MHD programs, and community stakeholders. Duties and responsibilities include the following:

- Program Coordination Triage walk-in and appointment-based clients to staff, utilizing program-specific client trackers (i.e. QMatic, Connector); support the CHAP Program Manager and teams in regular audits, case reviews, and quality improvement; assure for appropriate documentation, data collection, and day-to-day processes of Health Access Assistants; track and document training delivered to CHAP staff and/or facilitate training about the CHAP program as part of the community-based outreach according to Medicaid compliance; coordinate and triage coverage for the health center which may include evenings and weekends; and in general assist the program manager in coordinating activities including attending meetings on behalf of the CHAP Program Manager, organizing locations for staff to fulfill their duties, and creating and maintaining community contacts.
- Outreach and Program Promotion Using data for guidance, create outreach strategies targeting diverse and non-traditional locations to strengthen and increase programmatic reach; help write, design (utilizing the MHD graphic designer), and distribute marketing materials, fliers, program information, reports and relevant promotional media to targeted audiences; partner with MHD programs particularly Maternal and Child Health (MCH) programs such as Strong Baby, Home Visitation, and WIC (Women, Infants and Children Nutrition Program) to provide comprehensive program promotion to best serve the compounding needs of families in the City of Milwaukee; fulfill requests seeking information, presentations, and participation at community health events; collaborate with all MHD divisions to staff events; and coordinate and lead educational meetings, attend and present at events related to work, especially those that aim to serve communities with the greatest need.
- 15% <u>Staff Supervision and Administration</u> Provide oversight of Health Access Assistants' day-to-day work in conjunction with the CHAP Program Manager; assign duties, troubleshoot individual needs of staff to perform duties, outline methods of work, direct work, and check/inspect work for efficacy; and support CHAP Program Manager in hiring, professional development of the team, and administration of tasks.
- 15% <u>Community Relations</u> Establish and maintain collaborative relationships in the community and develop pertinent partnerships; provide representation in community events/meetings as designated by CHAP Program

Manager; establish and maintain collaborative relationships with pertinent grantor partners, MHD programs and outside service agencies including healthcare providers, public and private schools, community groups, parenting programs, housing programs, employment consultants, and other organizations involved in the provision of child and health care services, to recruit and enroll clients; design activities to recruit new community partners into MHD maternal and child health programming and oversee systems to document efforts, client participation, referrals, and follow up; and introduce best practices, pilot new activities, and adopt innovative approaches to recruiting and maintaining community stakeholders aligned with program objectives.

- Application Assistance Meet with walk-in customers and assess their needs for entitlement programs; apply online with the customer for programs to which they are entitled; staff clinics, community-based organizations, and other settings to identify eligible populations; inform customers of the documents required for application and walk them through the entire application process for Badger Care Plus, CORE plan, Family Planning Waiver, Express Enroll eligible populations, and other Medicaid programs; encourage applications to other programs from which customers might benefit such as FoodShare, Wisconsin Shares, WIC, Nursing programs, Milwaukee Cares, Medication Free, and reduced cost clinics; make referrals to internal and external programs that would further benefit the customers' health and well-being; and provide information and outreach to non-traditional populations and inform them of their potential eligibility.
- Reporting and Other Administrative Duties Participate in data collection, program evaluation, and preparation or events tracking for departmental reports pertinent to program (or contract) objectives, or as assigned by the CHAP Program Manager; coordinate data collection and maintenance in accordance with program and departmental standards; present data and provide feedback around areas in need of services; and prepare monthly documentation and annual reports to monitor and pursue quality assurance and improvement on a continual basis.
- 5% <u>Peripheral Duties</u> Perform other duties as assigned, including responding to an emergency or broad impact event.

Minimum qualifications include an associate's degree in public health, social work, community health, or related field; and two years of related experience working with health benefit programs for low-income families, community outreach, human services, health care services, or a closely related field. Equivalent combinations of education and experience may be considered. These requirements have not yet been assessed by the Staffing Division.

# **Analysis and Recommendation**

The Community Health Care Access Program uses targeted marketing and community outreach to find and help uninsured city residents get access to health insurance. The program provides comprehensive support and information to help with applications for Medicaid, Family Planning Waiver, Senior Care, Badger Care Plus, and other programs such as FoodShare and Wisconsin Cares. In 2020 the MHD had the following positions in the Healthcare Access Section of the Community Health Division.

| Title                             | Pay Range | Rates                        | Number of Positions |
|-----------------------------------|-----------|------------------------------|---------------------|
| Healthcare Access Program Manager | 1DX       | \$54,865 - \$76,806          | 1                   |
| Health Access Assistant           | 5FN       | \$40,516 - \$48,248 with a   | 6                   |
|                                   |           | recruitment rate of \$42,539 |                     |

Note: Residents receive a rate that is 3% higher.

As part of the 2021 budget, three more positions of Health Access Assistant in Pay Range 5FN (\$40,516 - \$48,248 with a recruitment rate of \$42,539) were added for a total of nine Health Access Assistant positions. All of these positions are partially grant funded. Upon further review, the Department has now requested that one of the new positions be classified as a Healthcare Access Program Coordinator to assist with program coordination and supervision of the Health Access Section.

This change would specifically provide more supervision and oversight of the eight Health Access Assistant positions that are spread out among three health centers. This position will also assist the Healthcare Access Program Manager in the areas of program coordination, outreach and program promotion, community relations, application assistance and reporting which will allow the program manager more time to focus on the budget, grants, contracts, reporting, performance, networking, community meetings, and program planning. This model of a program manager and coordinator is consistent with other programs in the department. For example, the Doula Program has one Doula Program Manager, one Doula Program Coordinator and five positions of Doula. The WIC Program has one WIC Program Manager and two Health Project Coordinator – WIC positions. Each of the WIC Coordinator positions supervise seven to ten positions.

The department has requested the level of Pay Range 1AX (\$48,670 - \$63,426). This level is appropriate as it is the same pay range for the Health Project Coordinator – WIC positions. It also provides a differential in pay above the Health Access Assistants and below the Healthcare Access Program Manager. We recommend the title of Healthcare Access Program Coordinator as it will be parallel to the Healthcare Access Program Manager position. With this change, the positions in the Healthcare Access Section of the Community Health Division would be as follows.

| Title                                 | Pay Range | Rates                        | Number of Positions |
|---------------------------------------|-----------|------------------------------|---------------------|
| Healthcare Access Program Manager     | 1DX       | \$54,865 - \$76,806          | 1                   |
| Healthcare Access Program Coordinator | 1AX       | \$48,670 – \$63,426          | 1                   |
| Health Access Assistant               | 5FN       | \$40,516 - \$48,248 with a   | 8                   |
|                                       |           | recruitment rate of \$42,539 |                     |

Note: Residents receive a rate that is 3% higher.

We therefore recommend one new position in the Community Health Division be classified as "Healthcare Access Program Coordinator" in Pay Range 1AX (\$48,670 – \$63,426). To provide the department more flexibility in recruitment, we recommend adding a footnote that provides recruitment at any point in the range with approval by DER.

#### Action Required – Effective Pay Period 1, 2021 (December 27, 2020)

#### In the Salary Ordinance

Under Pay Range 1AX,

Add the title "Healthcare Access Program Coordinator (4)(8)" and create the following footnotes:

- (4) Recruitment at any point in the range with approval by DER.
- (8) Recruitment at any point in the range with approval by DER.

#### In the Positions Ordinance

Under the Health Department, Community Health Division, Healthcare Access, Delete one position of "Health Access Assistant (X)".

| Prepared By:          | Sarah Trotter                                 |
|-----------------------|---|
|                       | Sarah Trotter, Human Resources Representative |
| Prepared/Reviewed By: | Andrea Knickerbocker                          |
|                       | Andrea Knickerbocker, Human Resources Manage  |
| Reviewed By:          |   |
| -                     | Makda Fessahave, Employee Relations Director  |

#### **Job Evaluation Report**

City Service Commission Meeting: February 23, 2021

#### **Health Department**

| Current   | Recommended   |
|---|---|
| One New Position                                      | Public Health Emergency Response Planning Director    |
|   | PR 1IX (\$75,478 - \$105,669)                         |
|   | Recruitment may be at any rate with DER/FPC Chair     |
|   | approval  |
|   | (One Position)  |
| Public Health Emergency Response Planning Coordinator | Public Health Emergency Response Planning Coordinator |
| PR 2HX (\$54,865 - \$76,806)                          | PR 2HX (\$54,865 - \$76,806)                          |
| (Two Positions)                                       | Recruitment flexibility may be at any rate with DER   |
|   | approval  |
|   | (Two Positions)                                       |
| Consumer Environmental Health Division Director       | Consumer Environmental Health Director                |
| PR 1IX (\$75,478 - \$105,669)                         | PR 1IX (\$75,478 - \$105,669)                         |
| (One Position)  | Recruitment may be at any rate with DER/FPC Chair     |
|   | approval  |
|   | (One Position)  |

Note: Residents receive a rate that is 3% higher.

### **Background**

The Milwaukee Health Department (MHD) requested the classification of a new position of Public Health Emergency Response Planning Director in Pay Range 1IX (\$75,478 - \$105,699), a study of the rates of pay for two positions of Public Health Emergency Response Planning Coordinator in Pay Range 2HX (\$54,865 - \$76,806) and recruitment flexibility for the position Consumer Environmental Health Director in Pay Range 1IX (\$75,478 - \$105,699). A new job description was provided and discussions were held with Claire Evers, Deputy Commissioner of Environmental Health; Rocio Serna, Human Resources Officer; and Sarah Wangerin, Human Resources Analyst - Senior.

| Current     | New Position                                       |                                | One Position |
|-------------|--|--------------------------------|--------------|
| Recommended | Public Health Emergency Response Planning Director | PR 1IX (\$75,478 - \$105,669)  | One Position |
|             |  | Recruitment may be at any rate |              |
|             |  | with DER/FPC Chair approval    |              |

The Public Health Emergency Response Planning Director is responsible for the development, implementation, and evaluation of cost-effective and outcome-based strategies for the department's emergency preparedness and general environmental health programs. The director oversees development of the department's written emergency plans and protocols, internal and external resource identification, grants and contract management as related to assigned program areas, and coordination of assets that may be deployed or managed by the City of Milwaukee Health Department (MHD) during both man-made (i.e. bioterrorism) or natural occurring (i.e. communicable disease outbreaks) public health emergencies. The director is responsible for establishing and maintaining partnerships with other agencies such as the City Office of Emergency Management/Homeland Security & Communications, Milwaukee Fire Department, Milwaukee Police Department, Department of Public Works, Department of Neighborhood Services, City Attorney's Office, WI Department of Health Services, Healthcare Emergency Readiness Coalition (HERC) Region 7, as well as other private and non-profit agencies in the city and region to improve public health emergency planning and response. This position provides technical and operational support during the department's response to city and regional emergency events. Staff working in this division use their technical expertise (public health preparedness, epidemiology, microbiology, and environmental health) to inspect and enforce city, state, and federal regulations related to environmental health and emergency preparedness. As the activities of the coordinators and specialists within EPEH can have a substantial health and/or financial impact, it is the responsibility of the Public Health Emergency Response Planning Director to provide

oversight and implement systems that assure the integrity of the programs. As a member of the Health Department's senior management team, this position provides input on the department's overall strategic and operational development. Duties and responsibilities include:

- 40% Exercise a high degree of independent judgement and decision-making while overseeing the department's emergency preparedness and general environmental health activities; assure program compliance with all city, state, and federal regulatory requirements relating to environmental health and emergency preparedness: monitor national best practices for regulatory programs and implement proven strategies to improve division performance and outcomes, utilize outcomes-based management and quality improvement strategies to improve division performance and outcomes; manage federal and state grants, contracts and agreements; formulate and recommend city policies, ordinances, resolutions, legislative positions, etc. related to a variety of environmental, communicable disease and emergency preparedness and response issues that impact both human health. economic development and overall quality of life within the City of Milwaukee; generate program summaries, project updates, special reports, technical papers, grant applications, statistical analyses, and other documents as needed or requested to support programs; maintain data management systems related to evaluation of outcomes, expenditures and revenues generated through division activities to validate effective and efficient program/ project strategies; develop and implement strategies for the integration of technology into public health practice to achieve efficiencies to programmatic activities, including the implementation of new electronic inspection system; and serve as the department's technical expert on emergency preparedness and environmental health.
- Develop and implement a program for professional development of division staff; develop, implement, and oversee a system for field evaluation of staff; promote an environment of critical thinking, creative thinking, professional growth, adult learning, open communication, and collaborative relationships; participate in recruitment, selection, assignment and training of EPEH personnel; lead efforts to build morale, enforce accountability and discipline, and improve performance; guide and mentor division management staff; prepare and recommend annual budget for EPEH programs; develop and oversee contracts/ subcontracts in the area of EPEH programming, including negotiating terms, drafting documents, authorizing payments, and monitoring overall performance of contractors/ subcontractors; write, edit, and proofread reports to foundation and government funding sources, and internal reports; represent the MHD and EPEH at Common Council meetings, and speak for EPEH programs; and participate as a member of the Senior Management Team, working with and advising the Commissioner of Health, and Medical Advisors.
- Develop and maintain collaborative relationships with other city departments, as well as state and federal regulatory agencies; develop and maintain collaborative relationships with community-based organizations and represent the department at community based events as appropriate; act as spokesperson for the department on emergency preparedness and environmental health issues, including but not limited to media request and Common Council meetings; assist Alderpersons and their staff with constituent problems and questions; provide assistance to citizens, Mayor's Office, City Clerk's Office and other departments; and perform other duties as assigned by the Deputy Commissioner of Environmental Health.
- 10% Champion grant opportunities within the organization, and play a lead role in writing the grants, developing the budgets, and building new or existing projects through grants; and analyze data to monitor division outcomes and performance.

Minimum qualifications include a master's degree from an accredited college or university in one or more of the following fields: environmental health, emergency preparedness, public health, physical sciences, biological or natural sciences, and/or public or business administration; graduate level coursework in the fields of industrial hygiene, environmental health, and epidemiology is desired; and minimum of five years' of full-time progressively responsible experience in emergency preparedness, program management, and supervision preferably within a governmental agency overseeing programs similar to those conducted within the division; knowledge of health education / communication, public health informatics, public health statues, ordinances and regulations is desirable.

#### **Analysis and Recommendation**

In considering the responsibilities of this new position, the Public Health Emergency Response Planning Director is comparable in level and scope of responsibility to other directors in the Health Department's Environmental Health Division, namely the Consumer Environmental Health Director and the Home Environmental Health Director. These three directors report to the Deputy Commissioner of Environmental Health.

The <u>Consumer Environmental Health (CEH) Director</u> is responsible for the development, implementation, and evaluation of cost-effective and outcome-based strategies for the department's regulatory food and consumer protection programs. The Director is responsible for establishing and maintaining partnerships with other agencies such as the City Clerk, Milwaukee Police Department, Department of Neighborhood Services, City Attorney, WI Division of Health Services, the WI Division of Agriculture Trade and Consumer Protection, and the US Food and Drug Administration to assure the safety of the food being sold in Milwaukee and protect consumers from environmental health hazards and fraudulent retail practices. The CEH Director provides oversight to the supervisors, coordinators and inspectors of this division. Staff working in this division use their technical expertise (microbiology, epidemiology, environmental health) to inspect and enforce city, state, and federal regulations related to food safety and security as well as regulations related to environmental health and consumer protection (scales, meters, price scanning, tattoo and body piercing etc.). As the activities of the supervisors, coordinators and inspectional staff within CEH can have a substantial health and/or financial impact, it is the responsibility of the CEH Director to provide oversight and implement systems that assure the integrity of the inspectional programs. As a member of the Health Department's senior management team, the CEH Director provides input on the department's overall strategic and operational development.

The <u>Home Environmental Health Director</u> provides leadership for all activities to address identified hazards in the home environment that impact children's health. While the Home Environmental Health Director will routinely apply all seven "Principles of Healthy Homes" established by NCHH (dry, clean, well ventilated, pest-free, contaminant free, safe, and maintained) in their work, the primary program goals will focus on hazards related to toxic substances (lead), air quality (mold and other allergens), and personal safety hazards (trips/falls) of the Home Environmental Health Program including lead poisoning prevention, asthma, injury avoidance and personal safety, and mold guidelines. This position also plays a key role in the community, representing the health department in many area partnerships, coalitions and networks, and communicating with the media. This position oversees a wide variety of areas including grant-seeking, policy, Quality Improvement, and research activities.

All three of these directors within MHD's Environmental Health Division work collaboratively with the Deputy Commissioner of Environmental Health to influence the health of Milwaukee's residents within different specialties.

The Public Health Emergency Response Planning Director regular staff includes two positions of Public Health Emergency Response Planning Coordinator. However, during the current Covid-19 pandemic, this position is collaborating with the City Office of Emergency Management/Homeland Security & Communications, Milwaukee Fire Department, Milwaukee Police Department, Department of Public Works, Department of Neighborhood Services, City Attorney's Office, WI Department of Health Services, Healthcare Emergency Readiness Coalition (HERC) Region 7, as well as other private and non-profit agencies in the city and region. This Director collaborates closely with other Milwaukee Health Department managers, supervisors, and staff in leading the hundreds of auxiliary Covid-19 temporary staff who working to test, vaccinate and support community members in isolation due to the pandemic.

Based upon this comparison to other Environmental Health Division Directors, this report recommends classifying this new position as Public Health Emergency Response Planning Director in Pay Range 1IX (\$75,478 - \$105,669) with recruitment at any rate with DER/FPC Chair approval.

| Current     | Public Health Emergency       | PR 2HX (\$54,865 - \$76,806)                     | Two Positions |
|-------------|-------------------------------|--|---------------|
|             | Response Planning Coordinator |  |               |
| Recommended | Public Health Emergency       | PR 2HX (\$54,865 - \$76,806)                     | Two Positions |
|             | Response Planning Coordinator | Recruitment may be at any rate with DER approval |               |

The Public Health Emergency Response Planning Coordinator, assigned to the Disease Control and Environmental Health (DCEH) Division, is primarily responsible for development of department written emergency plans and protocols, internal and external resource identification, grants and contract management as related to assigned program areas and coordination of assets that may be deployed or managed by the City of Milwaukee Health Department (MHD) during both man-made (i.e. bioterrorism) or natural occurring (i.e. communicable disease outbreaks) public health emergencies. The position is also responsible for field supervision of Environmental & Communicable Disease Specialists in the DCEH Division, and operational oversight of programs related to air and water quality, toxic materials management and emergency field response and integration with other first responder agencies and the City Office of Homeland Security. This position works with other private and non-profit agencies in the city and region to improve public health emergency planning and response and provides technical and operational support during department response to city and regional emergency events. Duties and responsibilities include:

To support the Health Department's ability to recruit and retain the best possible candidates for this position, this report recommends adding a footnote that allows recruitment at any point in the range with DER approval.

| Current     | Consumer Environmental Health Division | PR 1IX (\$75,478 - \$105,669)       | One Position |
|-------------|--|-------------------------------------|--------------|
|             | Director                               |                                     |              |
| Recommended | Consumer Environmental Health Director | PR 1IX (\$75,478 - \$105,669)       | One Position |
|             |  | Recruitment may be at any rate with |              |
|             |  | DER/FPC Chair approval              |              |

Within the Environmental Health Branch this position is responsible for the development, implementation, and evaluation of cost-effective and outcome-based strategies for the department's regulatory food and consumer protection programs.

The report recommends a title change to Consumer Environmental Health Director to be consistent with the other Environmental Health Director title in the division. This report also recommends a footnote that allows recruitment flexibility at any rate with the approval of DER and the Chair of the Finance and Personnel Committee.

# Action Required – Effective Pay Period 1, 2020 (December 29, 2019)

#### In the Salary Ordinance

Under Pay Range 1IX

Add the title 'Public Health Emergency Response Planning Director (2) (10)

Delete the title 'Consumer Environmental Health Division Director'

Add the title 'Consumer Environmental Health Director (2) (10)'

Under Pay Range 2HX

Add footnote designations for 'Public Health Emergency Response Planning Coordinator (1)(6)'

#### In the Positions Ordinance

Under Health Department, Environmental Health Division,

Emergency Response Preparation

Delete one position of 'Emergency Preparedness Environmental Health Director (A)(X)(Y)' and replace with one position of 'Public Health Emergency Response Planning Director (A)(X)(Y)'

Consumer Environmental Health

Delete one position of 'Consumer Environmental Health Division Director (X)(Y)

Add one position of "Consumer Environmental Health Director (X)(Y)

Prepared By: <u>Sarah Trotter</u>

Sarah Trotter, Human Resources Representative

Prepared/Reviewed By: <u>Andrea Knickerbocker</u>

Andrea Knickerbocker, Human Resources Manager

Reviewed By:

Makda Fessahaye, Employee Relations Director

#### JOB EVALUATION REPORT

City Service Commission Meeting: February 23, 2021

#### **Health Department**

| Current      | Recommended  |
|--------------|--|
| New Position | Public Health Strategist PR 2IX (\$58,462 - \$81,844) (One Position) |

Note: Residents receive a rate that is 3% higher.

### Background

The Milwaukee Health Department (MHD) has requested the classification of a new position that is listed in the 2021 budget as Healthy Food Access Coordinator in Pay Range 1AX (\$48,670 - \$63,426). Upon further review, the Department has requested the higher-level classification of Public Health Strategist in Pay Range 2IX (\$58,462 - \$81,844). A new job description was provided and discussions were held with Rocio Serna, Human Resources Officer; and Sarah Wangerin, Human Resources Analyst – Senior.

#### **Duties and Responsibilities**

This position will provide public health program leadership and management expertise, consultation, and technical support to strengthen policies, systems, and community environments that influence health and equity among City of Milwaukee residents; have a portfolio of projects related to emerging public health issues focused on systems and policies to increase access to healthy foods and reduce diet-related health disparities; translate community input along with public health evidence (data/findings) into prevention and control recommendations to ensure the appropriate public health measures are adopted; serve as a liaison to the public health system including other nonprofit agencies, schools, health care systems, and other MHD programs; work closely with the other community-based healthy food access coordinators, with a particular focus on supporting community based organizations with navigating local government systems and resources; and support nutrition education programming, community gardens and urban agriculture, healthy food retail in existing and new businesses, city policy, zoning, and practice, Healthy Food Financing initiatives, creation of a community commercial kitchen, and resident leadership and engagement. The goal of this position is to increase access to and consumption of healthy foods among the target audience of the Wisconsin Supplemental Nutrition Assistance Program-Education (SNAP-Ed). Duties and responsibilities include the following:

- Develop, implement, and evaluate strategic and operational plans related to emerging public health issues within the City of Milwaukee; prepare and provide public presentations related to the public health role, strategy and impact associated with emerging public health issues; develop options for policies, programs, services, ordinances, resolutions, legislative position, etc. related to public health issues; examine the feasibility and implications (e.g., fiscal, social, political, legal, geographical) of policies, programs and services; explain the importance of evaluations for improving policies, programs and services; conduct health impact, community needs, and capacity assessments; identify and champion grant opportunities within the organization, and play a lead role in writing grants, developing the budgets, and building new or existing projects through the grants; oversee management of awarded grants (i.e. federal, state, and local) contracts and initiatives; assist in the development of media campaigns to address public health issues; and provide analysis of public health policy with particular emphasis on the social determinants of health and achieving greater health equity.
- Develop and maintain collaborative relationships with other city departments, state and federal regulatory and funding agencies, medical providers, community-based organizations, advocacy agencies, and academic institutions to coordinate and consult on comprehensive citywide efforts; oversee the department's portfolio of emerging issues and coordinate alignment of activities between department programs; participate in relevant workgroups, committees, meetings with the city, county, region, and state partners; negotiate for the use of community assets and resources through MOUs (Memorandum of Understanding) and other formal and informal

agreements; use facilitative group processes effectively to advance community involvement; integrate the role of governmental and non-governmental organizations in the delivery of public health services; utilize community input when developing public health policies and programs; and evaluate the effectiveness of community engagement strategies on public health policies, programs, and resources.

10% Perform other duties as assigned, including responding to an emergency or broad impact event.

Minimum qualifications include a master's degree in public health, public policy, population health, public administration, or related field; and three years of progressively responsible work experience in assessment, planning or evaluation, preferably in a public health setting. Equivalent combinations of education and experience may be considered. These requirements have not yet been assessed by the Staffing Division.

# **Analysis and Recommendation**

This position was originally added to the 2020 budget as a Healthy Food Access Coordinator in Pay Range 1AX (\$48,670 - \$63,426) "to improve access to healthy foods for Milwaukee residents and develop strategies to eliminate food deserts in the City. Upon further review, the Department has requested the position be classified at a higher level with duties and responsibilities similar to the positions of Public Health Strategist in Pay Range 2IX (\$58,462 - \$81,844). The city currently has three Public Health Strategist positions in the Planning and Research Section of the Policy, Innovation and Engagement Division. These positions were created as part of the 2019 reorganization and provide technical expertise, project management, and leadership related to the development, implementation, facilitation, and oversight of particular programs and/or initiatives.

The department sought and has now obtained additional funding under the SNAP-Ed grant to pay for the higher salary. As the duties and responsibilities of this position are consistent with those of the other Public Health Strategists we recommend that this position be classified the same.

We therefore recommend this new position be classified as Public Health Strategist in Pay Range 2IX (\$58,462 - \$81,844).

**Action Required –** Effective Pay Period 1, 2021 (December 27, 2020)

#### In the Positions Ordinance

Under Health Department; Community Health Division
Delete one position of "Healthy Food Access Coordinator"

Under Health Department; Policy, Innovation and Engagement Division Add one position of "Public Health Strategist (X) (Y)"

| Prepared By:          | Sarah Trotter                                 |
|-----------------------|---|
|                       | Sarah Trotter, Human Resources Representative |
| Prepared/Reviewed By: | Andrea Knickerbocker                          |
|                       | Andrea Knickerbocker, Human Resources Manage  |
| Reviewed By:          |   |
|                       | Makda Fessahave, Employee Relations Director  |

# **Job Evaluation Report**

City Service Commission Meeting: February 23, 2021

#### Port of Milwaukee

| Current                     | Recommended                    |
|-----------------------------|--------------------------------|
| Engineering Technician II   | Engineering Technician IV      |
| PR 3FN (\$38,508 -\$47,171) | PR 3NN (\$44,949 - \$61,296)   |
| (One Position)              | FN: Recruitment is at \$45,185 |
|                             | (One Position)                 |

Note: Residents receive a rate that is 3% higher.

# Background

The Department of Employee Relations has received a request from the Port of Milwaukee to reclassify one position of Engineering Technician II in pay range 3FN (\$38,508 -\$47,171) to Engineering Technician IV in pay range 3NN (\$44,949 - \$61,296). The department indicates that the work performed by this position has changed and duties are comparable with other Engineering Technician IV positions in the city. Job descriptions were analyzed and discussions were held with Adam Tindall-Schlicht, Director of Port of Milwaukee.

# **Duties and Responsibilities**

Engineering Technicians I or II typically perform entry level technical duties. In contrast, this Port Milwaukee position assists with research and development, working alongside the Harbor Engineer and Civil Engineer III as a quality assurance inspector. The Port's Engineering Technicians assist engineers with designing and building roads and various structures. The current duties and responsibilities of this position include:

- Inspect sewer, water, paving and asphalt resurfacing construction projects to ensure compliance with plans and specifications guaranteeing that the line and grade points comply with plans and specification.
- Gather, analyze and record data to prepare written reports, including sketches, for regularly scheduled inspection of Port facilities; private and public dockwalls; public safety and conceptual development projects.
- Perform land survey calculations and measurements involving algebra, geometry and trigonometry, plotting
  for harbor waterways, drafting, and inspecting Port facilities and public/private dock walls. Calculations
  involve algebra, geometry and trigonometry.
- Perform manual and computer aided drafting; prepare field sketches, charts, maps, graphs and drawings.
- Maintain computer hardware, software and program applications under direction of the Civil Engineer III.
- Organize engineering records, drawings, pictures and files for ease of retrieval.
- Collect and transport various terminal samples and perform tests as required.
- Provide team assistance for measuring and plotting harbor water depth.
- Operate outboard motor and sounding equipment as required.
- Promote good relations with contractors and with the public.

# **Analysis and Recommendation**

The Port Manager has indicated that the scope of work for this Engineering Technician II has evolved substantially. These changes include additional responsibilities such as:

- Project estimation and design.
- Development of Port contracts.
- Performing field surveys.

Creating and maintaining Port engineering records and reports.

Other responsibilities that Port Managers will be able to assign with the reclassification of this position to Engineering Technician IV include:

- Providing support for the design and specification of all Port infrastructure comprehensively, including dockwalls, roads, sewers, dredging, railroad, buildings, utilities and other harbor-related facilities.
- Acting as a liaison between the Port's professional engineering personnel, who are responsible for the
  design and implementation of Port projects and contracts, and Port operations personnel, who are
  responsible for sustaining the Port's safe and efficient handling of freight on a day-to-day basis.
- Assisting with contacting contractors for bids and construction-related information.
- Preparing estimates and design perimeters for Port engineering projects and initiatives.
- Assisting in the creation of plans and specifications for projects.
- Conducting field surveys and assisting with capital asset and infrastructure assessments.
- Completing research, reports and other data inputs at the request of professional engineers and/or Port senior staff.

Engineering Technician IV responsibilities require the incumbent to work with minimal oversite and the ability to facilitate and support high-level priorities of the Port Director that require knowledge of port operations, engineering and technology, including providing technical support to the Board of Harbor Commissioners, the Wisconsin Commercial Ports Association (WCPA), and other key overseers and partners of the Port. Additionally, this requires the incumbent to have knowledge of protocols, best practices and regulatory compliance for the Port. This position also leads projects, acts as an information technology specialist, and is responsible for the operation and maintenance of the Port's engineering survey boat.

The work performed by this Port Milwaukee Engineering Technician is now comparable to other Engineering Technician IV's within the Department of Public Works-Infrastructure Services Division. Examples include:

# <u>Transportation Operations – Engineering Technician IV</u>

- Planning and design of underground conduit and manhole facilities, including material selection, location, routing, preliminary field investigation and final site layout.
- Preparation of underground conduit and manhole facility plans, specifications, cost estimates, and other bid documents for system installation.
- Evaluate manhole condition and assist in the development of an annual manhole repair and replacement program.
- Maintain a database of communications and electrical manholes and their condition.
- Maintain a database/inventory of conduit usage by various City agencies and other public and private utilities.
- Coordinate conduit/manhole installation activity with City and other public and private agencies and utilities.
- Compile and provide information to contractors, architects, public utilities, and City, County and State
  governmental agencies on current conduit and manhole facilities, and on City policies and practices related to
  the conduit system. Review and process permit requests, requests by private utilities to access and occupy City
  conduits and manholes, and assist in the development of occupancy and lease agreements for the use of City
  conduit and manholes.

# <u>Traffic and Street Lighting – Engineering Technician IV</u>

- Design, coordinate and maintain records of the installation of pavement markings in conjunction with the Department's annual crosswalk and payment marking installation and maintenance program.
- Design and prepare plans and special provisions for permanent and temporary pavement markings and other work zone traffic controls for construction within the street right of way.

- Prepare for review of utility construction, driveway, dumpster and other permits to establish appropriate temporary and work zone traffic control requirements that maintain safe and effective traffic circulation during occupancy of the public way.
- Assist and coordinate installation of temporary parking restrictions in conjunction with construction activity or other work in the public way.
- Perform field layout of pavement markings to be installed.
- Inspect temporary and work zone traffic control installed in the field and arrange for any corrective measures necessary. Review requests for installation of crosswalks or other pavement markings

Minimum requirements for the Engineering Technician IV are an associate's degree in civil engineering or engineering field and three years of related engineering or construction experience performing duties related to the essential functions of the position. Equivalent combination of education and experience may also be considered.

Based upon the comparison of responsibilities with current Engineering Technician positions within the City of Milwaukee, this report concludes that this Port Milwaukee Engineering Technician II has duties and responsibilities comparable to that of an Engineering Technician IV. This report therefore recommends one position of Engineering Technician II in Pay Range PR 3FN (\$38,508 -\$47,171) be reclassified to Engineering Technician IV in Pay Range PR 3NN (\$44,949 - \$61,296) with recruitment at \$45,185.

**Action Required** – Effective Pay Period 5 (February 21, 2021)

#### In Positions Ordinance

Under Port Milwaukee, Engineering Division:

Delete One Position of 'Engineering Technician II'.

Add One Position of 'Engineering Technician IV'.

| Prepared by: $\_$ | Arielle Ewing                                 |
|-------------------|---|
|                   | Arielle Ewing, Human Resources Analyst-Senior |
| Reviewed by: _    | Andrea Knickerbocker                          |
|                   | Andrea Knickerbocker, Human Resources Manager |
| Reviewed by: _    |   |
| , –               | Makda Fessahave, Employee Relations Director  |



# **City of Milwaukee Fiscal Impact Statement**

|   | Date       | 2/19/2021   | File Number     | 201398  | $\boxtimes$   | Original | Substitute |  |  |  |  |  |
|---|------------|---|-----------------|---|---------------|----------|------------|--|--|--|--|--|
| Α | Subject    | Communication From the Department of Employee Relations relating to the classification studies scheduled for the February 23, 2021 City Service Commission Meeting.   |                 |   |               |          |            |  |  |  |  |  |
| В | Submitted  | By (Name/Title/Dept./Ext.)  | Human Resources | urces Representative / Employee Relations / x2398 |               |          |            |  |  |  |  |  |
| С | This File  | his File  Increases or decreases previously authorized expenditures.  Suspends expenditure authority.  Increases or decreases city services.  Authorizes a department to administer a program affecting the city's fiscal liability.  Increases or decreases revenue.  Requests an amendment to the salary or positions ordinance.  Authorizes borrowing and related debt service.  Authorizes contingent borrowing (authority only).  Authorizes the expenditure of funds not authorized in adopted City Budget. |                 |   |               |          |            |  |  |  |  |  |
|   | Charge To  | Department Account  | ·               | П   | Contingent Fu | ınd      |            |  |  |  |  |  |
|   | Onlarge 10 | ☐ Capital Projects Fun  |                 |   | Special Purpo |          | ts         |  |  |  |  |  |
| D |            | ☐ Debt Service  |                 | $\boxtimes$                                       | Grant & Aid A | ccounts  |            |  |  |  |  |  |
|   |            | Other (Specify)   |                 |   |               |          |            |  |  |  |  |  |

|   | Purpose            | Specify Type/Use | Expenditure | Revenue |
|---|--------------------|------------------|-------------|---------|
|   | Salaries/Wages     |                  | \$0.00      | \$0.00  |
|   |                    |                  | \$0.00      | \$0.00  |
|   | Supplies/Materials |                  | \$0.00      | \$0.00  |
|   |                    |                  | \$0.00      | \$0.00  |
| E | Equipment          |                  | \$0.00      | \$0.00  |
|   |                    |                  | \$0.00      | \$0.00  |
|   | Services           |                  | \$0.00      | \$0.00  |
|   |                    |                  | \$0.00      | \$0.00  |
|   | Other              |                  | \$0.00      | \$0.00  |
|   |                    |                  | \$0.00      | \$0.00  |
|   | TOTALS             |                  | \$ 0.00     | \$ 0.00 |

| F | Assumptions used in arriving at fiscal estimate.  | Please see attached spreadsheet   |  |  |  |  |  |  |
|---|---|---|--|--|--|--|--|--|
| G | For expenditures and revenues which will occur below and then list each item and dollar amount  1-3 Years 3-5 Years 1-3 Years 3-5 Years 1-3 Years 3-5 Years | on an annual basis over several years check the appropriate box separately. |  |  |  |  |  |  |
| Н | List any costs not included in Sections D and E above.  |   |  |  |  |  |  |  |
| 1 | Additional information.   |   |  |  |  |  |  |  |
| J | This Note   | chair.  |  |  |  |  |  |  |

#### **Department of Employee Relations**

# Fiscal Note Spreadsheet (Revised February 22, 2021)

City Service Commission Meeting of February 23, 2021

Finance and Personnel Committee Meeting of February 24, 2021

| NEW | COSTS | FOR 2020 |  |
|-----|-------|----------|--|
|-----|-------|----------|--|

| No.  |        |                                   |     |                                   |     | Present | New    | New         |              | Total           |
|------|--------|-----------------------------------|-----|-----------------------------------|-----|---------|--------|-------------|--------------|-----------------|
| Pos. | Dept   | From                              | PR  | То                                | PR  | Annual  | Annual | Costs       | Rollup       | Rollup+ Sal     |
| 1    | Health | New Position                      | N/A | Public Hlth Emerg Resp Plan Dir   | 1IX | N/A     | N/A    | N/A Grant   | Funded       |                 |
| 2    | Health | Public HIth Emerg Resp Plan Coord | 2HX | Public HIth Emerg Resp Plan Coord | 2HX | N/A     | N/A    | N/A Recru   | tment Chang  | je Only         |
| 1    | Health | Consumer Env Hlth Div Director    | 1IX | Consumer Env HIth Dir             | 1IX | N/A     | N/A    | N/A Title a | nd Recruitme | ent Change Only |
| 4    |        |                                   |     |                                   |     |         |        | \$0         | \$0          | \$0             |

Assume effective date is Pay Period 1, 2020 (December 29, 2019).

#### **NEW COSTS FOR 2021**

| No.  |                            |                                   |     |                                   |     | Present  | New       | New         |                                   | Total              |
|------|----------------------------|-----------------------------------|-----|-----------------------------------|-----|----------|-----------|-------------|-----------------------------------|--------------------|
| Pos. | Dept                       | From                              | PR  | То                                | PR  | Annual   | Annual    | Costs       | Rollup                            | Rollup+ Sal        |
| 1    | Comptroller's Office       | City Payroll Manager              | 1HX | City Payroll Manager              | 1IX | \$93,625 | \$102,987 | \$9,362     | \$1,311                           | \$10,673           |
| 1    | Comptroller's Office       | Assistant City Payroll Mgr        | 2IX | Assistant City Payroll Mgr        | 1GX | \$60,466 | \$68,428  | \$7,962     | \$1,115                           | \$9,077            |
| 1    | Comptroller's Office       | City Payroll Assistant-Senior     | 5GN | City Payroll Specialist           | 2DN | \$46,420 | \$49,669  | \$3,249     | \$567                             | \$3,816            |
| 1    | Comptroller's Office       | City Payroll Assistant-Senior     | 5GN | City Payroll Specialist           | 2DN | \$43,802 | \$48,508  | \$4,706     | \$821                             | \$5,527            |
| 1    | Comptroller's Office       | City Payroll Assistant-Senior     | 5GN | City Payroll Specialist           | 2DN | \$41,610 | \$47,095  | \$5,485     | \$957                             | \$6,442            |
| 1    | Common Council/City Clerk  | Mgmt and Accounting Officer       | 2GX | <b>Business Operations Mgr</b>    | 1EX | \$73,993 | \$79,172  | \$5,179     | \$725                             | \$5,904            |
| 1    | DOA-Office of Equity & Inc | Administrative Specialist         | 2CN | Administrative Specialist         | 2CN | N/A      | N/A       | N/A Includ  | ed in 2021 B                      | udget              |
| 1    | DPW-Operations Div-Adm     | Operations Services Sup           | 1BX | Operations Services Manager       | 1FX | \$48,670 | \$62,338  | \$13,668    | \$1,914                           | \$15,582           |
| 1    | DPW-Transp Fund-Parking    | Parking Financial Mgr             | 1FX | Transportation Financial Analyst  | 2JX | \$62,338 | \$68,571  | \$6,233     | \$873                             | \$7,106            |
| 1    | DPW-Operations Div-Fleet   | Fleet Ops & Training Mgr          | 1EX | Fleet Ops & Training Mgr          | 1EX | N/A      | N/A       | N/A Recru   | N/A Recruitment Change Only       |                    |
| 1    | DPW-Operations Div-Fleet   | Fleet Training Sup                | 1AX | Fleet Ops & Training Sup          | 1CX | \$68,465 | \$73,258  | \$4,793     | \$671                             | \$5,464            |
| 14   | DPW-Ops Div-Sanitation     | Sanitation Yard Attendant         | 8DN | Sanitation Yard Attendant         | 8DN | \$0      | \$7,560   | \$7,560     | \$1,319                           | \$8,879            |
| 1    | Health                     | New Position                      | N/A | Healthcare Access Prog Coord      | 1AX | N/A      | N/A       | N/A Includ  | ed in 2021 B                      | udget+Grant Fundec |
| 1    | Health                     | New Position                      | N/A | Public Hlth Emerg Resp Plan Dir   | 1IX | N/A      | N/A       | N/A Grant   | Funded                            |                    |
| 2    | Health                     | Public HIth Emerg Resp Plan Coord | 2HX | Public HIth Emerg Resp Plan Coord | 2HX | N/A      | N/A       | N/A Recru   | itment Chang                      | je Only            |
| 1    | Health                     | Consumer Env Hlth Div Director    | 1IX | Consumer Env Hlth Dir             | 1IX | N/A      | N/A       | N/A Title a | ind Recruitme                     | ent Change Only    |
| 1    | Health                     | New Position                      | N/A | Public Health Strategist          | 2IX | N/A      | N/A       | N/A Includ  | N/A Included in 2021 Budget+Grant |                    |
| 1    | Port Milwaukee             | Engineering Technician II         | 3FN | Engineering Technician IV*        | 3NN | \$46,817 | \$49,157  | \$1,980     | \$346                             | \$2,326            |
| 32   |                            |                                   | •   |                                   |     | •        |           | \$70,177    | \$10,618                          | \$80,795           |

Assume effective date is Pay Period 1, 2021 (December 27, 2020) unless indicated otherwise in the charts above. \*Assume effective date is Pay Period 5, 2021 (February 21, 2021).

#### **NEW COSTS FOR FULL YEAR**

| No.  |                            |                               |     |                            |     | Present  | New       | New         |                 | Total       |
|------|----------------------------|-------------------------------|-----|----------------------------|-----|----------|-----------|-------------|-----------------|-------------|
| Pos. | Dept                       | From                          | PR  | То                         | PR  | Annual   | Annual    | Costs       | Rollup          | Rollup+ Sal |
| 1    | Comptroller's Office       | City Payroll Manager          | 1HX | City Payroll Manager       | 1IX | \$93,625 | \$102,987 | \$9,362     | \$1,311         | \$10,673    |
| 1    | Comptroller's Office       | Assistant City Payroll Mgr    | 2IX | Assistant City Payroll Mgr | 1GX | \$60,466 | \$68,428  | \$7,962     | \$1,115         | \$9,077     |
| 1    | Comptroller's Office       | City Payroll Assistant-Senior | 5GN | City Payroll Specialist    | 2DN | \$46,420 | \$49,669  | \$3,249     | \$567           | \$3,816     |
| 1    | Comptroller's Office       | City Payroll Assistant-Senior | 5GN | City Payroll Specialist    | 2DN | \$43,802 | \$48,508  | \$4,706     | \$821           | \$5,527     |
| 1    | Comptroller's Office       | City Payroll Assistant-Senior | 5GN | City Payroll Specialist    | 2DN | \$41,610 | \$47,095  | \$5,485     | \$957           | \$6,442     |
| 1    | Common Council/City Clerk  | Mgmt and Accounting Officer   | 2GX | Business Operations Mgr    | 1EX | \$73,993 | \$79,172  | \$5,179     | \$725           | \$5,904     |
| 1    | DOA-Office of Equity & Inc | Administrative Specialist     | 2CN | Administrative Specialist  | 2CN | N/A      | N/A       | N/A Include | ed in 2021 Buda | et          |

Sarah Trotter (Revised) February 22, 2021

| 1  | DPW-Operations Div-Adm   | Operations Services Sup           | 1BX | Operations Services Manager       | 1FX | \$48,670 | \$62,338 | \$13,668                                 | \$1,914                                  | \$15,582 |
|----|--------------------------|-----------------------------------|-----|-----------------------------------|-----|----------|----------|--|--|----------|
| 1  | DPW-Transp Fund-Parking  | Parking Financial Mgr             | 1FX | Transportation Financial Analyst  | 2JX | \$62,338 | \$68,571 | \$6,233                                  | \$873                                    | \$7,106  |
| 1  | DPW-Operations Div-Fleet | Fleet Ops & Training Mgr          | 1EX | Fleet Ops & Training Mgr          | 1EX | N/A      | N/A      | N/A Recru                                | itment Chan                              | ge Only  |
| 1  | DPW-Operations Div-Fleet | Fleet Training Sup                | 1AX | Fleet Ops & Training Sup          | 1CX | \$68,465 | \$73,258 | \$4,793                                  | \$671                                    | \$5,464  |
| 14 | DPW-Ops Div-Sanitation   | Sanitation Yard Attendant         | 8DN | Sanitation Yard Attendant         | 8DN | \$0      | \$7,560  | \$7,560                                  | \$1,319                                  | \$8,879  |
| 1  | Health                   | New Position                      | N/A | Healthcare Access Prog Coord      | 1AX | N/A      | N/A      | N/A Included in 2021 Budget+Grant Fundec |  |          |
| 1  | Health                   | New Position                      | N/A | Public Hlth Emerg Resp Plan Dir   | 1IX | N/A      | N/A      | N/A Grant Funded                         |  |          |
| 2  | Health                   | Public HIth Emerg Resp Plan Coord | 2HX | Public HIth Emerg Resp Plan Coord | 2HX | N/A      | N/A      | N/A Recru                                | N/A Recruitment Change Only              |          |
| 1  | Health                   | Consumer Env Hlth Div Director    | 1IX | Consumer Env Hlth Dir             | 1IX | N/A      | N/A      | N/A Title a                              | N/A Title and Recruitment Change Only    |          |
| 1  | Health                   | New Position                      | N/A | Public Health Strategist          | 2IX | N/A      | N/A      | N/A Includ                               | N/A Included in 2021 Budget+Grant Fundec |          |
| 1  | Port Milwaukee           | Engineering Technician II         | 3FN | Engineering Technician IV         | 3NN | \$46,817 | \$49,157 | \$2,340                                  | \$408                                    | \$2,748  |
| 32 | ·                        | ·                                 |     |                                   |     |          |          | \$70,537                                 | \$10,680                                 | \$81,217 |

Note: Costs may not be to the exact dollar due to rounding.

Sarah Trotter (Revised) February 22, 2021