

Job Evaluation Report

City Service Commission Meeting: July 13, 2021

Department of Employee Relations

Current	Recommended
Office Assistant III PR 6FN (\$30,664 - \$38,406) FN: Recruitment is at \$34,717 (1 Position)	Administrative Assistant II PR 6HN (\$37,080 - \$41,863) FN: Recruitment is at \$37,830 (1 Position)

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

Background

The Department of Employee Relations (DER) is requesting a reclassification of one position of Office Assistant III in Pay Range 6FN (\$30,664 - \$38,406 with a recruitment rate of \$34,717) to Administrative Assistant II in Pay Range 6HN (\$37,080 - \$41,863 with a recruitment rate of \$37,830). A job description was provided, and discussions were held with the supervisor of the position, Charles Hughes, Workforce Planning and Certification Supervisor.

Duties and Responsibilities

This position is the initial contact for visitors (internal, public, and from other city departments) to the Department of Employee Relations and provides essential customer service. This position also provides direct support to the Staffing Division and Certification Section; and administrative support to the Workforce Planning and Certification Supervisor related to critical certification related matters including the Disabled Employee Placement Program (DEPP), confidential document processing, and public service loan forgiveness applications. This position also provides back-up and support to a Human Resources Assistant and a Human Resources Analyst as directed by the Workforce Planning and Certification Supervisor. Duties and responsibilities include the following:

- 30% Customer Service - assist visitors to DER and the Fire and Police Commission, including current and prospective employees and the general public via email, phone, and in-person; answer incoming phone calls to DER and respond or route to others; and answer general questions on employee benefits, current job openings, and the status of applications.
- 25% Direct Assistance to the Workforce Planning and Certification Supervisor - provide administrative support for the Disabled Employee Placement Program by sending letters drafted by the Workforce Planning and Certification Supervisor, scheduling meetings, and updating files; send out Public Service Loan Forgiveness forms (signed by the Workforce Planning and Certification Supervisor) to requesters; schedule and coordinate meetings for the Workforce Planning and Certification Supervisor and prepare and distribute minutes from certification meetings; and work on special projects and other duties as assigned by the Workforce Planning and Certification Supervisor.
- 15% Administrative Support - provide support to the pre-employment efforts for the Certification Section including creating and sending out medical authorization forms, tracking pre-placement, and sending out "Ok-to-Hire" notices to departments as needed; address employment verification requests and route DOT (Department of Transportation) employment verification requests accordingly; maintain the Staffing Division's "Do-Not-Hire" List, and scan and save documentation; and maintain and update the Certification Section's Human Resources and Payroll Clerk distribution lists.
- 10% Personnel Action Files and New Employee Orientation Mailboxes - monitor and track the Personnel Action Files (PAF) mailbox; document all required personnel action forms as they are sent; log, save, print (if

applicable) and file documents as required; save documents from the New Employee Orientation mailbox to employee's folders; and serve as the secondary (back-up) to the Human Resources Assistant on the New Employee Orientation mailbox by responding to inquiries and ensuring all New Employee Orientation issues are addressed.

- 5% Records Maintenance - create and maintain confidential personnel filing systems (electronic and physical) for the city in accordance with the City of Milwaukee's records retention schedule; work with personnel officers, the Employee's Retirement System (ERS), and City Records to ensure all required documentation is complete and updated for personnel files including pension forms, personnel action forms, and policy forms; and rotate employee files from 'active' to 'inactive' status as needed (both electronic and physical).
- 5% DER Email Inbox - serve as the secondary contact for the DER email inbox - emprel@milwaukee.gov
- 5% Assistance to Staffing Division - assist the Staffing Division with administrative tasks as needed, including the redaction of transcripts, preparing and sending out rater materials, and scheduling and assisting with structured interview panels.
- 5% Test Administration - assist with test administration and performance exams as needed.

Minimum requirements include four years of experience providing administrative support with at least one year of experience providing customer service in a front office environment and handling confidential information.

Analysis and Recommendation

This position was last studied in 2016 when it was reclassified from Office Assistant II in Pay Range 6EN to Office Assistant III in Pay Range 6FN. Since then, the position has taken on additional duties and responsibilities that have increased the level of the position. These changes include:

- Providing direct assistance to the Workforce Planning and Certification Supervisor including administrative support for the DEPP program and the Public Loan Forgiveness program; scheduling meetings; preparing and distributing minutes from certification meetings; and performing other duties as assigned.
- Assisting with the pre-employment processes including creating and sending out medical authorization forms, tracking pre-employment, sending out "Ok-to-Hire" notices to departments, and processing I-9s for new and rehired employees.
- Maintaining general city employee folders and taking a lead role in moving them to being fully electronic, and updating information on JobAps, the online tool for applying for City jobs.

With these changes, a higher-level classification is warranted. As this position is now providing direct support to the managerial position of Workforce Planning and Certification Supervisor, a classification within the Administrative Assistant job series would be appropriate. These positions do office support work including administrative duties directly supporting the work of one or more managers or high-level professionals. The job series is as follows.

Title	Pay Range	Rates
Administrative Assistant IV	5IN	(\$46,347 - \$54,669 with a recruitment rate of \$47,779)
Administrative Assistant III	5FN	(\$40,516 - \$48,248 with a recruitment rate of \$42,439)
Administrative Assistant II	6HN	(\$37,080 - \$41,863 with a recruitment rate of \$37,830)
Administrative Assistant I	6GN	(\$33,976 - \$39,943 with a recruitment rate of \$36,252)

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

Upon reviewing the different levels within this job series, the Administrative Assistant II classification in Pay Range 6HN (\$37,080 - \$41,863 with a recruitment rate of \$37,830) is recommended. The specification for this classification is below.

Administrative Assistant II

Performs standard, advanced, and confidential administrative duties requiring broad experience, skill and knowledge of organization policies and practices; screens telephone calls and visitors, and resolves routine and some complex inquiries; schedules and maintains calendar of appointments, meetings, and travel itineraries, and coordinates related arrangements; takes, prepares and distributes minutes of meetings; prepares correspondence, memoranda, and reports from various sources of written or dictated input and may compose correspondence and memoranda on routine matters for the manager's signature; searches records and data bases for information needed by the manager for reports, speeches, and other uses; may follow-up on correspondence, projects, and requests from the manager to others in the organization; may act as a group leader for special projects and work with others to complete special projects; and uses advanced features of computer software.

With the addition of higher-level duties and responsibilities including the direct administrative support of the management position of Workforce Planning and Certification Supervisor, we recommend this position of Office Assistant III in Pay Range 6FN (\$30,664 - \$38,406 with a recruitment rate of \$34,717) be reclassified to Administrative Assistant II in Pay Range 6HN (\$37,080 - \$41,863 with a recruitment rate of \$37,830).

Action Required – Effective Pay Period 16, 2021 (July 25, 2021)

In the Positions Ordinance

Under Department of Employee Relations, Operations Division, Staffing and Certification Services,
Delete one position of "Customer Services Representative III"
Add one position of "Administrative Assistant II"

Prepared by: Sarah Trotter
Sarah Trotter, Human Resources Representative

Reviewed by: Andrea Knickerbocker
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Makda Fessahaye, Employee Relations Director