



Human Resources

W240N3065 Pewaukee Road
Pewaukee, WI 53072
(262) 691-6035 Fax (262) 691-6009

**HUMAN RESOURCES COMMITTEE
MEETING NOTICE AND AGENDA
Wednesday, February 14, 2018
10:00 AM**

Bonnie Blair Room ~ Pewaukee City Hall
W240N3065 Pewaukee Road, Pewaukee, WI 53072

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1. Call to Order and Pledge of Allegiance
 2. Approval of Human Resources Committee Meeting Minutes dated July 19, 2017
 3. Discussion and Possible Action to Reclassify Utility Billing Specialist from Eighty-Percent to Full-Time [Weigel]
 4. Adjournment

Lisa Bergersen
Human Resources Director

February 7, 2018

NOTICE

It is possible that members of other governmental bodies of the municipality may be in attendance to gather information that may form a quorum. At the above stated meeting, no action will be taken by any governmental body other than the governmental body specifically referred to above in this notice.

Any person who has a qualifying disability under the Americans with Disabilities Act that requires the meeting or materials at the meeting to be in an accessible format must contact the Clerk/Treasurer, Kelly Tarczewski, at (262) 691-0770 three business days prior to the meeting so that arrangements may be made to accommodate your request.

**CITY OF PEWAUKEE
HUMAN RESOURCES COMMITTEE AGENDA ITEM 2.**

DATE: February 14, 2018

DEPARTMENT: Human Resources

PROVIDED BY:

SUBJECT:

Approval of Human Resources Committee Meeting Minutes dated July 19, 2017

BACKGROUND:

FINANCIAL IMPACT:

RECOMMENDED MOTION:

ATTACHMENTS:

Description

HR Minutes 07.19.17

In attendance: Ald. Jeff Kara, Ald. Ray Grosch and HR Director Lisa Bergersen. Also present were Administrator S. Klein, Public Works Director J. Weigel, Utility Superintendent J. Mueller and Parks, Recreation & Community Services Director K. Woldanski.

1. Call to Order and Pledge of Allegiance [Mayor Klein]

Ald. Kara called the meeting to order at 10:01 AM.

2. Approval of Human Resources Committee Meeting Minutes dated October 14, 2016.

A motion was made and seconded (R. Grosch, J. Kara) to approve the Human Resources Committee meeting minutes dated October 14, 2016 at 10:03 AM. Motion Passed: 2-For, 0-Against

3. Discussion and Possible Recommendation Regarding Change of Job Titles and Grade Classification of Water and Sewer Utility Supervisory Staff.

J. Weigel explained the request to change the job titles and grade classifications of the current Water Sewer Superintendent and Senior Water Operator. Revised job descriptions of both positions reflecting the changes in duties and the 2017 pay matrix were presented. Resulting supervisory changes in operations and forward planning were also discussed. Staff, including J. Mueller and S. Klein, provided additional history and answered questions relating to the request.

A motion was made and seconded (J. Kara, R. Grosch) to approve the job title and job duty changes for the Utility management staff, in particular retitling the Senior Water Operator to Utility Superintendent, and the Utility Superintendent to the Utility Manager and approve the consultant's recommendation to change the grade for the Utility Superintendent from a grade 11 to a grade 12. Motion Passed: 2-For, 0-Against

4. Adjourn Into Closed Session. You are hereby notified that the Human Resources Committee will convene into closed session after all regular scheduled business has been concluded and upon motion duly made and seconded and acted upon by roll-call vote as required under §19.85(1)(a), Stats. You are further notified that at the conclusion of the Closed Session, the Human Resources Committee may convene into open session pursuant to §19.85(2), Stats., for possible additional discussion and action concerning any matters discussed in closed session. The purpose of the closed session is for the following:

- Considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility as authorized under §19.85(1)(c), Stats., specifically regarding Park, Recreation & Community Services staff member.

You are further notified that at the conclusion of the Closed Session, the Human Resources Committee may convene into open session pursuant to §19.85(2), Stats., for possible additional discussion and action concerning any matters discussed in closed session.

A motion was made and seconded (R. Grosch, J. Kara) to go into closed session at 10:37 AM. Motion Passed: 2-For, 0-Against

A motion was made (R. Grosch, J. Kara) to reconvene into open session pursuant to §19.85(2), Stats. at 11:09 AM. Motion passed: 2-For, 0-Against

A motion was made and seconded (R. Grosch, J. Kara) to approve a change for the Part-time Parks, Recreation and Community Services administrative position from part-time to full-time effective upon Common Council approval. Motion passed: 2-For, 0-Against

5. Adjournment

Ald. Grosch asked about the succession plan for the City Planner position and there was some general discussion with S. Klein, K. Woldanski and Ald. Kara.

A motion was made and seconded, (R. Grosch, J. Kara) to adjourn the meeting at 11:17 AM. Motion passed: 2-For, 0-Against

Respectfully Submitted,
Lisa Bergersen
Human Resources Director

**CITY OF PEWAUKEE
HUMAN RESOURCES COMMITTEE AGENDA ITEM 3.**

DATE: February 14, 2018

DEPARTMENT: PW - Water/Sewer

PROVIDED BY: Jeffrey Weigel, Public Works Director/City Engineer

SUBJECT:

Discussion and Possible Action to Reclassify Utility Billing Specialist from Eighty-Percent to Full-Time [Weigel]

BACKGROUND:

The office support staff for the Public Works Department consists of two persons, filling a 1.8 full time equivalent positions (1 full time; 1 0.8 of full time or 1.8 FTE). The 0.8 employee is budgeted at 1664 hrs. for the purposes of cost sharing full time benefits, but has actually worked an average of 0.9 (or 1875 hrs. per year) over the past three years. In 2006 Virchow Krause prepared an organizational study of the Public Works Department and at that time there were three support staff: 1 full time; 1- 0.8 FTE; and 1-0.3 FTE file clerk. When the 0.3 file clerk resigned, we did not fill that position.

The existing two office support staff are the support for the entire department 6 Water/Sewer Utility employees; 6 Engineering/Storm Water employees; and 8 full time Streets employees (and a handful of part timers). From an operations standpoint, not counting equipment and projects, Public Works is responsible for over \$2.6M of general operations per year.

Our full time office support person retired on short notice in December 2017. Since that time, the 0.8 FTE has been covering the office at full time (40 hrs. per week) yet is compensated for some benefits at 0.8 FTE.

Beginning about one year ago, we have been working on a restructuring of the two office-type clerical support staff, updating job descriptions, and most importantly defining one position primarily as a Utility Billing Clerk position. That update work was in progress when our full time employee left us, and this presented the opportunity to propose the reclassification and reclassify the 0.8 FTE position to a full time position.

Since the 2006 Virchow Krause study was completed, five elements of the clerical support staff have changed:

- 1) The third, 0.3 position was eliminated.
- 2) The accounting functions have transferred from the Utility to the Clerk/Treasurer's office.
- 3) The City adopted a new City-wide Storm Water Utility, with a billing base addition of over 5,000 properties.
- 4) Development growth continued. In 2006 there were 3,772 Water/Sewer customer accounts. In 2017 there were 5,304 Water/Sewer customers.
- 5) In 2015 the Public Works Department became the administrators of the Garbage and Recycling Collections contract.

FINANCIAL IMPACT:

The fiscal impact is difficult to define precisely, but generally the impact is significant in two specific areas: 1) although the hourly pay for the 0.8 FTE employee is not proposed to change in 2018 with the full time status change, the fiscal

impact measured as a cost to the City increases about \$8,000; 2) the full time vacant position is assumed to decrease slightly in pay, but without knowing the family status as it relates to insurance, the impact could be as much as \$14,000 a year as the now retired employee was single with no dependents. At this time we are assuming that the new employee may require full family status as it relates to insurance.

The impact is a little more complicated as we are two months into 2018 with a vacant position (no cost or expenditure yet) and the 0.8FTE working 40 hrs. a week but cost sharing some benefits as a 0.8 FTE. I attempted to estimate the impact if the changes were to be implemented (convert existing 0.8 FTE to Full Time; and new employee starts with family coverage on insurances) on March 26th, the start of our 6th payroll of the year (orange highlight) and if on April 9th, one payroll later (green highlight). It appears that under the base assumptions, the requested changes would be budget neutral if implemented around the ninth payroll of the year (April 23rd), probably later than we would desire. In other words, we are saving costs now with the vacant position and paying our proposed full time employee part time benefits.

The point of this discussion is to illustrate that the fiscal impact is not affected so much by any proposed changes in the wages but by the changes in benefit costs, by the cost sharing changes from going from 0.8 or 0.9 FTE status to Full Time, and by possibly changing the full time position benefit status beyond the City's control.

RECOMMENDED MOTION:

Human Resources Committee recommends to the Common Council the reclassification of employees and job descriptions as presented, and that the Common Council approves the adjustments in the 2018 budgets accordingly.

ATTACHMENTS:

Description

Job Description Utility Billing Specialist

Job Description Admin Assistant

Fiscal Impact Estimate Spreadsheet

City of Pewaukee Job Description

Job Title: Utility Billing Specialist – Public Works
Department: Public Works
FLSA Status: Non-exempt
Prepared Date: January 2018

GENERAL DEFINITION:

Performs intermediate skilled administrative support work for the Water and Sewer Utility, primarily in the preparation and maintenance of Utility customer accounts, including but not limited to responsibility for billing and water meter oversight, and related work as apparent or assigned. Work is performed under the supervision of the Utility Manager.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

1. Functions within the operating rules as established in Wis. Admin. Code: Public Service Commission (PSC 185) Standards for Water Public Utility Service along with Wisconsin State Statute governance.
2. Opens new City utility accounts and maintains and audits current accounts.
3. Researches and answers utility billing questions.
4. Schedules meter changes or testing.
5. Maintains meter route status in the utility billing program and makes changes as necessary on meter routes.
6. Utilizing UMS and Read Center, prepares and loads meter reading routes for utility operations staff; downloads readings from the utility operators to Read Center and uploads meter readings to UMS accounts.
7. Runs and manages meter reading reports; works with utility operators to make corrections or conduct secondary readings; implements adjustments as needed.
8. Prepares and mails water and sewer quarterly utility billings.
9. Prepares work orders and meter change letters and schedules appointments.
10. Responds to inquiries regarding fees, delinquencies, re-reads and general procedural information.
11. Works with City Clerk/Treasurer to gather delinquency notices and get delinquencies to the property tax roll.
12. Maintains and verifies billings for Lake Pewaukee Sanitary District and Waukesha sewer service areas.
13. Maintains and prepares water usage summaries for bulk water use/hydrant permit invoicing.
14. Researches and completes special assessment information on title search letters.
15. Manages data base and notifications for private well permitting/private well abandonment. Incorporates information into UMS billing account.
16. Manages data base of industrial and commercial cross connection control program working with the Utility cross connection inspection contractor/company to insure they are working with the most current records. Incorporates inspection reports into UMS billing account.
17. Assists operations staff with compiling reports for large meter testing. Incorporates meter test records into UMS billing account.
18. Works with customers, Administrative Assistant and City Clerk/Treasurer to resolve any billing errors and problems.
19. Assists Utility Manager and Utility Superintendent with Public Service Commission annual report and with the Department of Natural Resources Compliance Maintenance Annual Report.

20. Assists Public Works Administrative Assistant in developing and maintaining records and files, including computerized databases.
21. Tracks and logs invoices related to the Fox River Water Pollution Control Center industrial pretreatment surcharge invoicing.
22. Assists the public by checking routine records and files for requested information.
23. Composes and types memos, reports and routine correspondence on computer or transcribes from voice recordings or rough draft.
24. Provides assistance when needed in answering Department telephone calls and greeting visitors at the Department counter.
25. Sorts, processes, and files correspondence, invoices and other documents.
26. Coordinates schedules and makes appointments.
27. Conducts research, and compiles and types statistical reports.
28. Coordinates and arranges meetings, prepares agendas, reserves and prepares facilities, and records and transcribes minutes of meetings.
29. Prepares outgoing mail and correspondence, including e-mail and faxes.
30. Orders and maintains supplies and arranges for equipment maintenance.
31. Performs any other duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

The requirements listed below are representative, but not inclusive, of the knowledge, skill, and/or ability required.

1. Knowledge of office practices, procedures and equipment.
2. Knowledge of business English, composition, spelling and punctuation
3. Knowledge/experience with Utility Maintenance System software (UMS) and Badger Meter Read Center software desired.
4. Knowledge of generally accepted accounting principles. Ability to use Microsoft Great Plains.
5. Ability to answer the telephone in a clear, well-modulated voice using good diction.
6. Ability to understand and correctly execute verbal and written instructions.
7. Ability to prioritize assignments and work independently.
8. Ability to operate office equipment such as a typewriter, adding machine, photocopier and personal computer with respect to Microsoft Office, basic database management, integrated accounting systems and related hardware and software.
9. Ability to accurately prepare and maintain correspondence, files, reports and statistical information.
10. Ability to establish and maintain effective working relationships with co-workers, other organizations and the general public.
11. Ability to explain City policies and procedures in an effective, tactful and diplomatic manner.
12. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

EDUCATION and/or EXPERIENCE

High school diploma or GED and moderate experience working in a clerical support role, or equivalent combination of education and experience. Utility billing experience desired.

CERTIFICATES, LICENSES, REGISTRATIONS

None.

PHYSICAL DEMANDS

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires reaching with hands and arms and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The City of Pewaukee retains and reserves any and all rights to change, modify, amend, add to or delete from any section of this position description.

The City of Pewaukee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities.

City of Pewaukee Job Description

Job Title: Administrative Assistant - Public Works
FLSA Status: Non-exempt
Date: January 2018

GENERAL DEFINITION:

Performs intermediate skilled administrative and clerical support work for the department and related work as apparent or assigned. Work is performed under the supervision of the Utility Manager.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

1. Primary responsibility for answering phones and assisting customers at the Public Works counter daily; researches and gathers information as necessary; refers to appropriate staff.
2. Weekly reviews, scans, and logs Water and Sewer Utility and Streets Department accounts payables; monitors and tracks payments; files corresponding paperwork.
3. Assists Street Superintendent in creating reports, inventories, and equipment maintenance records.
4. Assists the Utility Billing Specialist with the preparation of the water and sewer quarterly utility billings.
5. Prepares work orders and schedules appointments for Utility and Public Works activities.
6. Assists Utility Billing Specialist with entering manual readings into UMS as well as review of quarterly billing and reporting.
7. Assists Utility Billing Specialist with running meter reading reports; works with utility operators to make corrections or conduct secondary readings.
8. Assists Utility Billing Specialist with monitoring annual property assessments and modifying fire hydrant protection fees as necessary.
9. Works with engineers and accounting staff on special assessments; researches and answers special assessment questions and keeps accurate records of special assessments.
10. Drafts, posts and logs Public Works Committee agendas; prepares, distributes and posts packets for Committee meetings; attends Committee meetings, takes notes and prepares meeting minutes.
11. Assists Utility Manager and Superintendent with annual Public Service Commission report, meter installs, inventory and cross connections.
12. Creates newsletters, flyers, Consumer Confidence Reports and hydrant flushing notices.
13. Composes, types, and proofreads memos, reports and correspondence and sets up new development files for engineering staff and Streets Superintendent; maintains developer and municipal agreements.
14. During winter, maintains log of calls regarding snowplow damage. Communicates customer complaints and works directly with the Streets Superintendent to develop work orders.
15. Coordinates development and maintenance of records and files, including computerized databases.
16. Composes and types memos, reports and routine correspondence on computer or transcribes from voice recordings or rough draft.
17. Sorts, processes, and files correspondence, invoices and other documents.
18. Coordinates schedules and makes appointments.
19. Conducts research, and compiles and types statistical reports.
20. Coordinates and arranges meetings, prepares agendas, reserves and prepares facilities, and records and transcribes minutes of meetings.

21. Prepares outgoing mail and correspondence, including e-mail and faxes.
22. Orders and maintains supplies and arranges for equipment maintenance.
23. Maintains and manages the records retention for the Utility.
24. Maintains and manages the official file system for the Utility and Public Works. Sets up new development files and maintains copies of developer and intermunicipal agreements.
25. Functions within the operating rules as established in Wis. Admin. Code: Public Service Commission (PSC 185) Standards for Water Public Utility Service along with Wisconsin State Statute governance.
26. Periodic correspondence with the Wisconsin Public Service Commission.
27. Other duties as assigned.

EDUCATION and/or EXPERIENCE

High school diploma or GED and moderate experience working in a clerical support position, or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS

Notary public.

KNOWLEDGE, SKILLS, ABILITIES

The requirements listed below are representative, but not inclusive, of the knowledge, skill, and/or ability required.

1. Knowledge of utility billing practices and procedures.
2. Knowledge of office practices, procedures and equipment.
3. Working knowledge of computers and electronic data processing.
4. Knowledge of generally accepted accounting principles as related to PSC requirements.
5. Ability to use Microsoft Great Plains and Microsoft Office suite including Access, Excel, PowerPoint and Laserfiche. Knowledge of UMS software or utility billing programs a plus.
6. Ability to answer the telephone in a clear, well-modulated voice using good diction.
7. Ability to communicate effectively verbally and in writing.
8. Ability to prioritize assignments and work independently.
9. Ability to accurately prepare and maintain correspondence, files, reports and statistical information.
10. Ability to establish and maintain effective working relationships with co-workers, other organizations and the general public.
11. Ability to explain City policies and procedures in an effective, tactful and diplomatic manner.
12. Ability to work with mathematical concepts required in the performance of the job duties.

PHYSICAL DEMANDS

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires reaching with hands and arms and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

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	Hourly Rate	Hours	Annual Salary	WRS	FICA	Health - City Cost	Dental	Vision	TOTAL COMPENSATION
Existing Employee									
Current	\$23.73	1875	\$44,493.75	\$2,981.08	\$3,403.77	\$9,148.00	\$621.00	\$116.00	\$60,763.60
		(1664 budgt)							
Increase to FT	\$23.73	2080	\$49,358.40	\$3,307.01	\$3,775.92	\$11,434.71	\$777.04	\$145.25	\$68,798.33
TOTAL INCREASE			\$4,864.65	\$325.93	\$372.15	\$2,286.71	\$156.04	\$29.25	\$8,034.73
Retiring Employee									
At Retirement	\$20.99	2080	\$43,659.20	\$2,925.17	\$3,339.93	\$6,018.31	\$352.82	\$72.62	\$56,368.05
New Hire @ Family	\$20.82	2080	\$43,305.60	\$2,901.48	\$3,312.88	\$19,258.42	\$1,366.90	\$213.49	\$70,358.76
			-\$353.60	-\$23.69	-\$27.05	\$13,240.11	\$1,014.08	\$140.87	\$13,990.72
Full Year Budget Impacts:		\$ 60,763.60		Eng. 15%	\$ 17,570				
		\$ 56,368.05		Streets 40%	\$ 46,853				
2018 Bud.		\$117,131.65		Storm 20%	\$ 23,426				
				W/S 25%	\$ 29,283				
					\$ 117,132				
Impl. 6th Payroll		\$ 68,318.19		Eng. 15%	\$ 18,531				
26-Mar		\$ 55,223.65		Streets 40%	\$ 49,417				
2018 expd.		\$123,541.84		Storm 20%	\$ 24,708				
				W/S 25%	\$ 30,885				
					\$ 123,542				
Impl. 7th Payroll		\$ 68,222.16		Eng. 15%	\$ 18,111				
9-Apr		\$ 52,517.54		Streets 40%	\$ 48,296				
2018 expd.		\$120,739.70		Storm 20%	\$ 24,148				
				W/S 25%	\$ 30,185				
					\$ 120,740				