



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Deborah Ford
Labor Negotiator

September 11, 2015

Fire and Police Commission
City Hall, Room 706A

Attention: MaryNell Regan, Executive Director

Dear Commissioners:

Enclosed is a report concerning the classification of 10 new positions of Community Service Officer in the Police Department for distribution to each Commissioner, the Executive Director, and for other distribution as necessary.

Sincerely,

Maria Monteagudo
Director of Employee Relations

MM:fcw

Enclosures: Job Evaluation Report

C: Chief of Police Edward Flynn
Chief of Staff Joel Plant
Nicole Fleck
Pamela Roberts



JOB EVALUATION REPORT

Fire and Police Commission Meeting: September 17, 2015

POLICE

Current	Request	Recommendation
10 New Positions	Community Service Officer 10 positions PR TBD	Community Service Officer 10 positions PR 5EN (\$39,518 - \$46,439)

Action Required – Pay Period 23, 2015 (October 25, 2015)

In the Salary Ordinance, under Pay Range 5EN, add the title “Community Service Officer (5)” and attach footnote “5”.

Background

Employee Relations received a request dated June 23, 2015 from Chief of Police Edward Flynn to recommend classification for 10 new positions of Community Service Officer authorized in the 2015 budget. A new job description was provided for these positions.

Duties, Responsibilities and Requirements

The basic function of these new positions will be to support basic Police Department operations and functions by performing a variety of specialized duties not requiring the attention of a sworn Police Officer. Specific duties, responsibilities, and requested minimum requirements include:

- Responds to non-emergency calls for service involving property crimes, theft, non-injury traffic accidents, or vandalism as deemed appropriate by the Chief of Police.
- Inspects property damage and accident sites, takes photos, and canvasses for witnesses. Defer matters to appropriate law enforcement section as necessary
- Documents observations, determines findings and prepares thorough reports.
- Testifies in Court and provides depositions as required.
- Takes and files complaints from persons who walk into Police stations if directed by supervisor.
- Assists Community Liaison Police Officers with nuisance property investigations and other related duties.
- May serve as a training officer for new Community Service Officers.
- Responds to Department call-outs in cases of severe weather, and natural disasters.
- Provides services as assigned at special events, including traffic control.
- Delivers reports and other documents to persons and locations as required.
- Performs various other duties of a non-emergency nature as designated by a supervisor.

The recommended minimum requirements, which have not yet been assessed for staffing purposes include:

- 20 years of age at date of application.

- Graduation from high school or G.E.D.
- Possession of a valid Wisconsin driver's license.
- Two years experience conducting investigations or related work

Knowledge, skills and abilities include persuasive communication skills; good writing skills; ability to communicate with residents and exercise good community relations; ability to work independently and make well-reasoned decisions; critical thinking skills and the ability to multi-task. Must have the ability to perform duties and responsibilities with a high level of professionalism and customer service.

As proposed in the job description, candidates who are accepted for training as Community Service Officers will be required to pass a thorough background check, drug screening test, and test of job-related physical abilities.

Analysis

In recommending rates of pay for Community Service Officer, we considered the position's duties, job requirements, and the amount of responsibility exercised in relation to other law enforcement-related positions in the Milwaukee Police Department that include Police Telecommunicator, Police Dispatcher and Police Services Specialist-Investigator.

The following table shows the duties and responsibilities, minimum requirements, and pay ranges for related support positions as well as the proposed duties, responsibilities and proposed minimum requirements for Community Services Officer.

Title	Duties & Responsibilities	Minimum Requirements	PR	Min	Max
Community Service Officer	<ul style="list-style-type: none"> • Responds to non-emergency-calls for service involving property crimes, theft, non-injury traffic accidents, or vandalism as deemed appropriate by the Chief of Police. • Inspects property damage and accident sites, takes photos, and canvasses for witnesses. Defer matters to appropriate law enforcement section as necessary • Documents observations, determines findings and prepares thorough reports. • Testifies in Court and provides depositions as required. • Takes and files complaints from persons who walk into Police stations if directed by supervisor. • Assists Community Liaison Police Officers with nuisance property investigations and other related duties. • May serve as a training officer for new Community Service Officers. • Responds to Department call-outs in cases of severe weather, and natural disasters. • Provides services as assigned at special events, including traffic control. • Delivers reports and other documents to persons and locations as required. • Performs various other duties of a non-emergency nature as designated by a supervisor. 	<ul style="list-style-type: none"> • 20 years of age at date of application. • Graduation from high school or G.E.D. • Possession of a valid Wisconsin driver's license. • Two years of experience conducting investigations or related work 	TBD	TBD	TBD

Police Aide	<ul style="list-style-type: none"> • Answer phone calls • Handle radio console • Type documents • Filing and recording forms and documents • Complete special projects 	<ul style="list-style-type: none"> • Between 17 and 19 years of age. • HS graduate with 2.0 GPA • US citizenship or be legally authorized to work for any employer in the US • WI Driver's License w/in 1 year of appt. • Physically able to perform training and duties • Pass background investigation 	6BN	\$23,437	\$32,381
Parking Checker	<ul style="list-style-type: none"> • Enforces all parking and abandoned vehicle regulations including towing • Performs traffic control as needed 	<ul style="list-style-type: none"> • Valid Driver's License and good driving record 	6GN	\$30,773	\$37,260
Police Telecommunicator	<ul style="list-style-type: none"> • Receive, process and record incoming calls for police service and refer callers to other agencies as necessary 	<ul style="list-style-type: none"> • 18 years of age at time of application • Two years high-intensity customer contact resolving complaints/problem-solving • Basic computer proficiency • Able to type 30 wpm • Clearly speak and understand English • US citizenship or be legally authorized to work for any employer in the US • Pass background investigation 	6GN	\$36,252	\$39,943
Police Services Specialist-Investigator	<ul style="list-style-type: none"> • Conduct background investigations for Police Officer recruits and civilian Police Department employees 	<ul style="list-style-type: none"> • Retired or resigned law enforcement officer with experience in an investigative or supervisory position • Valid Driver's License • Good communication skills • Ability to prepare accurate reports 	5EN	\$39,518	\$46,439
Police Dispatcher	<ul style="list-style-type: none"> • Receive requests for police services, determine relative significance and assign level of resources • Monitor and control the response of police personnel to calls for service • Operate computer-aided dispatch system and 911 systems • Monitor status of units out of service and take appropriate action. 	<ul style="list-style-type: none"> • 18 years of age a time of application • Two years high-intensity customer contact resolving complaints/problem-solving OR 6 mo. as fire/police/ambulance dispatcher or protective service telecommunicator • Ability to type 30 wpm and basic computer skills • US citizenship or be legally authorized to work for any employer in the US • Pass background investigation 	6NN	\$41,688	\$49,249

Considering the duties and responsibilities of related support positions listed in the above table, the job analysis indicates that the proposed job of Community Service Officer exercises more responsibility than a Parking Checker or Police Telecommunicator and has comparable responsibility to the Police Service Specialist-Investigator that conducts background investigations for Police recruits and civilians in the Police Department.

Pay information obtained from Milwaukee County indicates that civilian Correction Officers I with the House of Corrections are paid \$35,724 to \$42,337 annually. Only certain Correction Officers who are trained and certified in firearms use them on the job for specific duties such as during the transport of prisoners. These Correction Officers do not otherwise carry firearms.

A survey of Police Departments throughout Wisconsin and the Midwest did find other Community Service Officer jobs, and while there was some overlap in duties and responsibilities with the proposed City of Milwaukee job description, overall these positions did not have as high a level of responsibility as those envisioned for Community Service Officer in the Milwaukee Police Department.

Based on the review of related Milwaukee Police Department and general city support positions it is our recommendation to classify this new position at the level of a Police Services Specialist-Investigator. We therefore recommend these new positions of Community Services Officer be classified in Pay Range 5DN (\$39,518 - \$46,439).

Prepared by: 
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Reviewed by: 
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