

# Office Support Continuing Education Incentive Program

(Form ER-300, R. 9/09)

The mission of this program is to create a more highly skilled, productive and flexible office support workforce through continuous education in specific job-related coursework.

## Guidelines:

### Employee Eligibility:

- Employees holding one of the office support classification titles listed on Page 2 are eligible to participate in this Continuing Education Incentive Program.
- Employees must have passed an initial probationary period in one of the eligible titles.

### Course Eligibility:

- Coursework must be **directly related to an employee's current job classification** in her/his department and must be in the coursework areas listed below. The Department Head must confirm that coursework meets all Guidelines.
- Coursework must be at a level **beyond** high school. Courses must be taken at an educational institution **accredited** by the North Central Association of College and Secondary Schools.
- Employees must earn a **minimum of one (1)** college credit for each course taken.
- Employees must receive **at least a "C"** or a grade that represents the **minimum** grade point average required for a degree, diploma or certificate.
- Eligible coursework **must** be in the following areas **and** must also be **directly related to your present position**:
  - Office Software – **Intermediate** or **Advanced** level computer software coursework (*must be "hands-on"*)
  - Customer Service – for example, *Managing Customer Service*
  - Business Writing – for example, *Communication Skills*
  - Bookkeeping and Accounting – for example, *Payroll Accounting*
- Employees performing library work and housing/property management work are eligible to take coursework in these additional areas:
  - Library Science coursework
  - Housing/Property Management – for example, *Principles of Real Estate* or *Real Estate Law*
- Courses must be started and completed in the current year in which the application is submitted for the Office Support Continuing Education Incentive Program; or prior to the end of the pilot program. *Currently, the pilot program is still in effect.*

### Incentive Payment:

- An employee will receive a \$200 incentive payment for successfully completing three (3) college credits of eligible coursework. This can mean 3 courses worth one (1) credit each, or one course worth three (3) credits.
- An employee may receive a **maximum of four** incentive payments while working in one eligible job title.
- Incentive payments will not be added to base pay and are not pensionable.

## HOW TO APPLY FOR THE INCENTIVE

1. If you wish to know in advance if a course is eligible for the Incentive Program, please contact Judy Kammermann, Program Assistant II, at 286-3650 or send an email to [jkamme@milwaukee.gov](mailto:jkamme@milwaukee.gov).
2. Please attach a **copy** of the official grade report. A grade of "C" or better is required. Please **do not** submit originals, as they are not returned to you.
3. Have your Department Head approve and sign the form. *Also obtain your supervisor's signature if required by your department.*
4. Send the completed form and attach a **copy** of your grade report to Training & Development Services, Room 706, City Hall within **eight** weeks from the last day of the course(s).
5. You will receive an approval determination letter within 1-3 weeks from the date we receive your completed form and grade report. The letter will tell you on which paycheck the approved incentive will be added.
6. If you wish to receive tuition reimbursement for the course(s), please complete a Tuition Benefit Application (ER-75) **separate** from the Incentive Application (ER-300). Please be sure to have a **SEPARATE** copy of the grade report for the Incentive Application.

## Eligible Job Classification Titles

Employees in the following unions and employee groups are eligible to participate in this program:

|  |   |   |
|--|---|---|
| <p>Accounting Assistant I<br/>Accounting Assistant II<br/>Accounting Assistant III<br/>Account Clerk II *</p> <p>Administrative Assistant I<br/>Administrative Assistant II<br/>Clerk III *</p> <p>Clerk II (Field) *<br/>Clerk III (Field) *</p> <p>Clerk Stenographer II *<br/>Clerk Stenographer III *</p> <p>Communications Assistant I<br/>Communications Assistant II<br/>Communications Assistant III<br/>Communications Assistant IV<br/>Communications Assistant V</p> <p>Computer Assistant I<br/>Computer Assistant II</p> <p>Copy Cataloging Technician I<br/>Copy Cataloging Technician II</p> <p>Court Services Assistant I<br/>Court Services Assistant II<br/>Court Services Assistant III<br/>Court Services Assistant IV</p> <p>Customer Services Repr. I<br/>Customer Services Repr. II<br/>Customer Services Repr. III</p> <p>Data Entry Operator I<br/>Data Entry Operator II<br/>Data Entry Operator III</p> <p>Electrical Parts Clerk I **<br/>Electrical Parts Clerk II **</p> <p>Infrastructure Stores Clerk I **<br/>Infrastructure Stores Clerk II **<br/>Infrastructure Stores Clerk III **<br/>Infrastructure Stores Clerk IV **</p> <p>Inventory Control Assistant I<br/>Inventory Control Assistant II<br/>Inventory Control Assistant III<br/>Inventory Control Assistant IV</p> <p>Key Entry Operator III *<br/>Lead Teller-Water</p> | <p>Library Circulation Assistant I<br/>Library Circulation Assistant II<br/>Library Circulation Assistant III</p> <p>Library Technician I<br/>Library Technician II<br/>Library Technician III</p> <p>Microcomputer Services Assistant<br/>Mobile Services Clerk *</p> <p>Office Assistant I<br/>Office Assistant II<br/>Office Assistant III<br/>Office Assistant IV<br/>Office Coordinator</p> <p>Personnel Payroll Assistant I<br/>Personnel Payroll Assistant II<br/>Personnel Payroll Assistant III</p> <p>Program Assistant I<br/>Purchasing Assistant I<br/>Purchasing Assistant II<br/>Purchasing Assistant III</p> <p>Service Center Coordinator<br/>Stores Clerk I **<br/>Stores Clerk II **<br/>Stores Clerk III **<br/>Teller Water-II</p> <p>Vehicle Parts Clerk **<br/>Water Materials Clerk II **<br/>Water Materials Clerk III **</p> | <p><b><u>ALEASP JOB TITLES:</u></b></p> <p>Accounting Assistant I<br/>Accounting Assistant II<br/>Administrative Assistant I<br/>Administrative Assistant II<br/>Audiovisual Specialist I<br/>Audiovisual Specialist II<br/>Clerk Stenographer II<br/>Clerk Stenographer III<br/>Computer Operator I<br/>Computer Operator II<br/>Data Entry Operator I<br/>Data Entry Operator II<br/>* Electronic Technician<br/>Graphic Designer I<br/>Graphic Designer II<br/>Inventory Control Assistant I<br/>Inventory Control Assistant II<br/>Inventory Control Assistant III<br/>Lead Police Telecommunicator<br/>Mail Processor (customer service)<br/>Microfilm Technician I<br/>Office Assistant I<br/>Office Assistant II<br/>Office Assistant III<br/>Office Assistant IV<br/>Office Coordinator<br/>Offset Press Operator I (computer)<br/>Police Dispatcher<br/>Police District Office Assistant<br/>Police Telecommunicator<br/>Printer<br/>Production Designer II<br/>Teller<br/>Transcriptionist II<br/>Transcriptionist III<br/>Video Electronic Technician</p> <p><b>* Effective as of the execution of the '2001-2002 agreement.</b></p> |
|--|---|---|

\* Obsolete titles that remain in the Salary Ordinance for employees occupying positions that were downgraded in the City-wide office support study. Those employees will retain their present payroll and pay range for as long as they remain in their current positions.

\*\* Titles (mostly DPW) retained until further study is completed.

# Office Support Continuing Education Incentive Program Application

(Form ER-300, R. 9/09)

**RETURN COMPLETED FORM TO:**  
 Judy Kammermann  
 Dept. of Employee Relations  
 Room 706, City Hall  
 Phone: 286-3650 / Fax: 286-0800  
 jkamme@milwaukee.gov

Please use black ink to complete this form.

|                    |  |                       |
|--------------------|--|-----------------------|
| <b>NAME:</b>       |  | <b>Employee ID #:</b> |
| <b>Department:</b> |  | <b>Job Title:</b>     |

**Attach a copy of the official grade report ("C") or better. List additional courses on a 2<sup>nd</sup> form.**

| COURSE TITLE: | START DATE<br>(mo/day/year) | END DATE<br>(mo/day/year) | No. of CREDITS | GRADE |
|---------------|-----------------------------|---------------------------|----------------|-------|
|               |                             |                           |                |       |

Provide a brief course description, or attach a copy of a course description from the course catalog:

Describe how the Course listed above is **directly related** to your present position:

Please indicate in which area the course listed above relates to:  Office Software (must be a "hands-on" course)  
 Customer Service  Business Writing  Bookkeeping or Accounting

| COURSE TITLE: | START DATE<br>(mo/day/year) | END DATE<br>(mo/day/year) | No. of CREDITS | GRADE |
|---------------|-----------------------------|---------------------------|----------------|-------|
|               |                             |                           |                |       |

Provide a brief course description, or attach a copy of a course description from the course catalog:

Describe how Course listed above is **directly related** to your present position:

Please indicate in which area the course listed above relates to:  Office Software (must be a "hands-on" course)  
 Customer Service  Business Writing  Bookkeeping or Accounting

- Please sign and forward this completed application, along with the required documentation, to your Department Head for approval and signature.
- I have read the Instructions and Guidelines and I agree to abide by them.

**Date:**

**(Applicant Signature)** Please sign here:

**DEPARTMENT/AGENCY HEAD SIGNATURE AND APPROVAL**

➤ All of the courses listed are **DIRECTLY RELATED** to the employee's present position and fall within the Administrative Guidelines.

|  |  |              |
|--|--|--------------|
| <b>Dept/Agency Head Signature</b> →        |  | <b>Date:</b> |
| <b>Supervisor's Signature (optional)</b> → |  | <b>Date:</b> |

**THIS SECTION IS FOR EMPLOYEE RELATIONS' USE ONLY**

| Date Appointed To Current Position:                    | COURSE APPROVAL DETERMINATION   | NO. of CREDITS | GRADE RECEIVED |
|--|---|----------------|----------------|
|  | Course #1: Approved <input type="checkbox"/> Disapproved <input type="checkbox"/> |                |                |
|  | Course #2: Approved <input type="checkbox"/> Disapproved <input type="checkbox"/> |                |                |
| Previous Incentive(s) Received in Current Position: \$ |   |                |                |
| Pay Code: 016      Pay Date:                           | Incentive Total: \$   |                |                |