

**MILWAUKEE COUNTY
CIVIL SERVICE COMMISSION MEETING**
Thursday December 17, 2015 3:30 p.m.
Courthouse Room 306

Minutes

ROLL CALL:

Present: Mary Ellen Powers, Maria Monteagudo, Janet Cleary.

NOTE: *Agenda items were taken out of order due to potential time restraints.
Agenda Item 6 was attended to before Item 1.*

1. The Secretary to the Civil Service Commission requests the approval of the Civil Service Commission minutes from October 8, 2015.

Recommendation of the Department of Human Resources: Approve.

ACTION: Janet Cleary made a motion to approve the minutes as provided; it was seconded by Mary Ellen Powers.

Ayes – 3: Mary Ellen Powers, Maria Monteagudo, and Janet Cleary.

Noes – 0

2. The Secretary to the Civil Service Commission forwards the approved minutes of the Milwaukee County Personnel Review Board of 2015.

Recommendation of the Department of Human Resources: Receive & Place on File

ACTION: So ordered.

3. Informational report from the Secretary to the Civil Service Commission on the implementation of a replacement applicant tracking system (ATS). – ***This agenda item was laid over until after Item 4.***

Appearances: Rick Ceschin, Secretary to the Civil Service Commission

This agenda item was laid over to the next Civil Service Commission meeting – date TBD.

4. Requests to transfer positions from the Classified to Unclassified service:

A. From the Department of Administrative Services – Information Management Services Division (DAS-IMSD)

a. IT Manager – Applications (two positions)

Appearances: Laurie Panella, Chief Information Officer, DAS – IMSD
Nicholas Wojciechowski, Chief Technology Officer, DAS – IMSD

ACTION: Janet Cleary made a motion to approve the transfer; it was seconded by Maria Monteagudo.

Ayes – 3: Mary Ellen Powers, Maria Monteagudo, and Janet Cleary

Noes – 0:

b. IT Manager – Technical Architect (Network)

Appearances: Laurie Panella, Chief Information Officer, DAS – IMSD

ACTION: Janet Cleary made a motion to approve the transfer; it was seconded by Maria Monteagudo.

Ayes – 3: Mary Ellen Powers, Maria Monteagudo, and Janet Cleary

Noes – 0:

B. From the Behavioral Health Division

a. Director of Community Centers

Appearances: Amy Lorenz, Deputy Administrator – DHHS (Behavioral Health Division – Community Services)

ACTION: Mary Ellen Powers made a motion to approve the transfer; it was seconded by Janet Cleary.

Ayes – 3: Mary Ellen Powers, Maria Monteagudo, and Janet Cleary

Noes – 0:

b. Director of Service Network Development and Operations

Appearances: Amy Lorenz, Deputy Administrator – DHHS (Behavioral Health Division – Community Services)

ACTION: Janet Cleary made a motion to approve the transfer; it was seconded by Maria Monteagudo.

Ayes – 3: Mary Ellen Powers, Maria Monteagudo, and Janet Cleary

Noes – 0:

C. From the Department of Administrative Services – Facilities Management Division

a. Director of Planning and Development

Appearances: Jeremy Theis, Facilities Management Director - DAS

ACTION: Janet Cleary made a motion to approve the transfer; it was seconded by Maria Monteagudo.

Ayes – 3: Mary Ellen Powers, Maria Monteagudo, and Janet Cleary

Noes – 0:

5. 2016 Tentative Meeting Schedule

This Agenda Item was laid over to the next Civil Service Commission Meeting – date TBD.

To Convene in Closed Session for Consideration of Item 6

ACTION: Janet Cleary made a motion to convene into closed session per Section 19.85(1)(b) of the Wisconsin Statutes; it was seconded by Mary Ellen Powers.

Ayes – 3: Mary Ellen Powers, Maria Monteagudo, and Janet Cleary

Noes - 0

To Reconvene into Open Session

ACTION: Janet Cleary made a motion to reconvene into open session; it was seconded by Maria Monteagudo.

Ayes – 3: Mary Ellen Powers, Maria Monteagudo, and Janet Cleary

Noes - 0

Upon reconvening in open session, the Commission took the following actions on item 6.

6. From the Civil Service Hearing Examiners submitting recommendations relating to employee suspensions and/or discharges.

**a. Paula Jones, Registered Nurse, BHD
Hearing Examiner – Chuck Schumacher
Written Charges for Discharge, dated October 19, 2015**

ACTION: Janet Cleary made a motion to accept the recommendation to sustain the charges for discharge; it was seconded by Maria Monteagudo.

Ayes – 3: Mary Ellen Powers, Maria Monteagudo, and Janet Cleary.

Noes - 0

**b. Joyce Tucker, Certified Nursing Assistant, BHD
Hearing Examiner – Chuck Schumacher
Written Charges for Discharge, dated October 24, 2015**

ACTION: Janet Cleary made a motion to accept the recommendation to sustain the charges for discharge; it was seconded by Maria Monteagudo.

Ayes – 3: Mary Ellen Powers, Maria Monteagudo, and Janet Cleary.

Noes - 0

Meeting Adjournment

ACTION: Janet Cleary a motion to adjourn the meeting; it was seconded by Maria Monteagudo.

Ayes – 3: Mary Ellen Powers, Maria Monteagudo, and Janet Cleary.

Noes – 0

Meeting adjourned at 4:45 p.m.

Approved by:

Rick Ceschin
Secretary to the Civil Service Commission

RC: rmj: sh
C: Personnel Review Board

DRAFT

Milwaukee County Personnel Review Board
Meeting Minutes – December 8, 2015

I. Roll Call

Board President Daniel Dennehy called to order the regular meeting of the Personnel Review Board at 9:02 a.m. on Tuesday, December 8, 2015, in Room 203-R of the Milwaukee County Courthouse.

The following Board Members were present: Mr. Daniel Dennehy, Ms. Susan Lueger, and Ms. Mary K. Bruno.

II. Approval of the Minutes of the November 24, 2015 Meeting

Ms. Bruno moved, Ms. Lueger seconded, and the Board, by unanimous vote (3-0), approved the minutes of the November 24, 2015 meeting.

III. Communications and/or comments from the public, if any

None.

IV. Correspondence

Ms. Alisha M. Terry, Administrative Assistant, reported that the Department of Human Resources sent the Board copies of the Milwaukee County Department of Human Resources Corrective Action Policy.

V. First Appearance

A. DISCHARGE

**RICHARD RIVERA, Health Care Plan Specialist II, FAMILY CARE
Case #2-4279 dated 12/01/2015**

The Board heard the report of the employee, Richard Rivera, that he waived his right to a hearing within 21 days, and was seeking a hearing date certain. Ms. Bruno moved, Ms. Lueger seconded, and the Board, by unanimous vote (3-0), voted to accept the waiver and schedule Mr. Rivera for hearing certain on February 2, 2016.

VI. Update

A. DISCHARGE

**JOHN C. BROCK, JR., Correction Officer I, SHERIFF
Case #2-4278 dated 11/17/2015 for IA #15-254**

The Board heard the report of Attorney Paul Kuglitsch, Assistant Corporation Counsel, to move the matter of John C. Brock, Jr. to the Call of the Chair. Ms. Lueger moved, Ms. Bruno seconded, and the Board, by unanimous vote (3-0), voted to schedule Mr. Brock, Jr. for an update report on February 16, 2016.

VII. Hearings

A. DISCHARGES

JAMES TIETJEN, Executive Director 2 – Associate Director of Social Services, DHHS

Case #13-CV-003154

Ms. Lueger moved, Ms. Bruno seconded, and the Board by unanimous vote (3-0), scheduled the matter of James Tietjen for an update report on February 16, 2016.

CORRINE EHMKE, Correction Officer I, SHERIFF

Case #2-4231 dated 06/29/2015

At 11:27 a.m., Ms. Bruno moved, Ms. Lueger seconded, and the Board voted 3-0 to go into closed session to deliberate on the Corrine Ehmke and Neal Goad matters. Ms. Lueger left the meeting while the Board deliberated on the Corrine Ehmke matter. After deliberating on the Corrine Ehmke matter, Ms. Bruno left the meeting, and Ms. Lueger returned to deliberate the Neal Goad matter. At 12:12 p.m., the Board reconvened in open session.

Ms. Bruno moved, Mr. Dennehy seconded, and the Board, by unanimous vote (2-0), with Ms. Lueger not participating, found the evidence was sufficient to sustain violations of Civil Service Rule VII, Section (4)(1), paragraphs (k), (l), (u), and (ee), but not a violation of Milwaukee County Sheriff's Rule 202.21 Reporting for/Absence from Duty, and the Board upheld the charges for discharge of Corrine Ehmke.

NEAL GOAD, Facilities Worker 2, DAS

Case #2-4224 dated 05/21/2015

At 11:27 a.m., Ms. Bruno moved, Ms. Lueger seconded, and the Board voted 3-0 to go into closed session to deliberate on the Corrine Ehmke and Neal Goad matters. Ms. Lueger left the meeting while the Board deliberated on the Corrine Ehmke matter. After deliberating on the Corrine Ehmke matter, Ms. Bruno left the meeting, and Ms. Lueger returned to deliberate the Neal Goad matter. At 12:12 p.m., the Board reconvened in open session.

Ms. Lueger moved, Mr. Dennehy seconded, and the Board, by unanimous vote (2-0), with Ms. Bruno not participating, found the evidence was sufficient to sustain violations of Civil Service Rule VII, Section (4)(1), paragraphs (m), (x), (dd), and (ff), and upheld the charges for discharge of Neal Goad.

VIII. Adjournment

Ms. Lueger moved, Mr. Dennehy seconded, and the Board, by unanimous vote (2-0), adjourned the meeting at 12:15 p.m.

Minutes submitted by: Rebecca M. Janz, PRB/Ethics Board Administrator

Milwaukee County Personnel Review Board
Meeting Minutes – December 22, 2015

I. Roll Call

Board President Daniel Dennehy called to order the regular meeting of the Personnel Review Board at 9:00 a.m. on Tuesday, December 22, 2015, in Room 203-R of the Milwaukee County Courthouse.

The following Board Members were present: Mr. Daniel Dennehy, Ms. Susan Lueger and Ms. Mary K Bruno.

II. Approval of the Minutes of the December 8, 2015 Meeting

Ms. Bruno moved, Ms. Lueger seconded, and the Board, by unanimous vote (3-0), approved the minutes of the December 8, 2015 meeting.

III. Communications and/or comments from the public, if any

None.

IV. Correspondence

None.

V. First Appearances

A. DISCHARGES

SPENSER MOODY, CORRECTION OFFICER I, SHERIFF

Case #2-4281 dated 12/09/2015

The Board heard the report of Attorney Paul Kuglitsch, Assistant Corporation Counsel, that Spenser Moody, who was not present, waived his right to a hearing within 21 days, and was seeking a hearing date certain. Ms. Bruno moved, Ms. Lueger seconded, and the Board, by unanimous vote (3-0), voted to accept the waiver and schedule Mr. Moody for hearing certain on March 29, 2016.

ASWANTE STEVENS, Forensic Assistant-Medical Examiner, MEDICAL EXAMINER

Case #2-4280 dated 12/02/2015

At 3:09 p.m., Ms. Bruno moved, Ms. Lueger seconded, and the Board voted 3-0 to go into closed session to deliberate on the Ashwante Stevens matter, David Gardison matter and the Jeffery Baudry matter. At 3:35 p.m., the Board reconvened in open session.

Ms. Bruno moved, Ms. Lueger seconded, and the Board, by unanimous vote (3-0), found that the evidence was sufficient to sustain violations of Civil Service Rule VII, Section 4(1), paragraphs (l), and (o), and upheld the charges for discharge of Ashwante Stevens.

VI. Hearings

A. DISCHARGES

JERMEIL HINTON, Airport Maintenance Worker, DOT

Case #2-4277 dated 10/28/2015

The Board acknowledged the receipt of Jermeil Hinton's postponement request. Ms. Bruno moved, Ms. Lueger seconded, and the Board, by unanimous vote (3-0), voted to postpone Mr. Hinton's hearing until January 19, 2016.

DAVID GARDISON, Juvenile Correction Officer, DEL & CT SVCS

Case #2-4274 dated 10/16/2015

At 3:09 p.m., Ms. Bruno moved, Ms. Lueger seconded, and the Board voted 3-0 to go into closed session to deliberate on the Ashwante Stevens matter, David Gardison matter and the Jeffery Baudry matter. At 3:35 p.m., the Board reconvened in open session.

Ms. Bruno moved, Ms. Lueger seconded, and the Board, by unanimous vote (3-0), found that the evidence was sufficient to sustain violations of Civil Service Rule VII, Section 4(1), paragraphs (o), and (t), and upheld the charges for discharge of David Gardison.

JEFFERY BAUDRY, Manager Communications and Marketing, PARKS

Case #2-4273 dated 10/15/2015

At 3:09 p.m., Ms. Bruno moved, Ms. Lueger seconded, and the Board voted 3-0 to go into closed session to deliberate on the Ashwante Stevens matter, David Gardison matter and the Jeffery Baudry matter. At 3:35 p.m., the Board reconvened in open session.

Ms. Lueger moved, Ms. Bruno seconded, and the Board, by unanimous vote (3-0), determined that the unpaid suspension will be continued until the outstanding charges are resolved and that the matter will be placed at the call of the chair. After the charges are resolved, the Board will further consider the matter.

VII. Adjournment

Ms. Lueger moved, Ms. Bruno seconded, and the Board, by unanimous vote (3-0), adjourned the meeting at 3:35 p.m.

Minutes submitted by: Rebecca M. Janz, PRB/Ethics Board Administrator

*Milwaukee County Personnel Review Board
Meeting Minutes – January 5, 2016*

I. Roll Call

Board President Daniel Dennehy called to order the regular meeting of the Personnel Review Board at 9:00 a.m. on Tuesday, January 5, 2016, in Room 203-R of the Milwaukee County Courthouse.

The following Board Members were present: Mr. Daniel Dennehy and Ms. Susan Lueger.

II. Approval of the Minutes of the December 22, 2015 Meeting

Ms. Lueger moved, Mr. Dennehy seconded, and the Board, by unanimous vote (2-0), approved the minutes of the December 22, 2015 meeting.

III. Communications and/or comments from the public, if any

None.

IV. Correspondence

Ms. Rebecca M. Janz, PRB/Ethics Board Administrator, reported that the Office of the PRB received the resignation of Jermeil Hinton, Case #2-4277, effective January 4, 2016. The Board recognized Mr. Hinton's resignation and closed the case.

V. First Appearances

A. DISCHARGES

**LATOYA DANIELS, FISCAL ASSISTANT I, SHERIFF
Case #2-4283 dated 12/24/2015**

The Board heard the report of Attorney Paul Kuglitsch, Assistant Corporation Counsel, that Ms. Daniels, who was not present, submitted her resignation, effective December 30, 2015. The Board recognized Ms. Daniel's resignation and closed the case.

**IRENE BRENTON, AIRPORT MAINTENANCE WORKER ASSISTANT,
DOT
Case #2-4282 dated 12/16/2015**

The Board heard the report of Attorney Paul Kuglitsch, Assistant Corporation Counsel, that Ms. Brenton, who was present, has retired, effective January 4, 2016. The Board recognized Ms. Brenton's retirement and closed the case.

VI. Update

A. DISCHARGES

JOHN C. BROCK, JR., CORRECTIONAL OFFICER I, SHERIFF

Case #2-4278 dated 11/17/2015 for IA #15-254

The Board heard the report of Attorney Molly Zillig, Assistant Corporation Counsel, to schedule the matter for hearing date certain, following Mr. Brock's trial scheduled for March 2, 2016. Attorney Mark Sweet, appearing on behalf of AFSCME District Council 32, had no objection. Ms. Lueger moved, Mr. Dennehy seconded, and the Board, by unanimous vote (2-0), voted to cancel the update scheduled for February 16, 2016, and schedule Mr. Brock for hearing certain on March 15, 2016.

JEFFREY BAUDRY, MANAGER COMMUNICATIONS & MARKETING, PARKS

Case #2-4273 dated 10/15/2015

The Board heard the report of Attorney Paul Kuglitsch, Assistant Corporation Counsel, to discuss PRB next steps in this matter. Mr. Baudry was present and indicated his municipal violations will likely be resolved in the coming week. Ms. Lueger moved, Mr. Dennehy seconded, and the Board, by unanimous vote (2-0), voted to rule on the charges for discharge of Mr. Baudry on January 19, 2016, after receipt of the entries of conviction of his municipal ordinance charges.

VII. Hearings

A. DISCHARGES

WALID TALEB, CORRECTION OFFICER I, HOC

Case #2-4254 dated 08/05/2015

Case #2-4255 dated 0/05/2015

The Board heard the continuation of the November 10, 2015 proceedings in this matter; however, due to time constraints, the Board needed to adjourn. Ms. Lueger moved, Mr. Dennehy seconded, and the Board, by unanimous vote (2-0), voted to continue this matter to February 16, 2016.

VIII. Adjournment

Ms. Lueger moved, Mr. Dennehy seconded, and the Board, by unanimous vote (2-0), adjourned the meeting at 4:19 p.m.

Minutes submitted by: Rebecca M. Janz, PRB/Ethics Board Administrator

Civil Service Guidelines for Requesting to Transfer a Position from the Classified Service

All positions in Milwaukee County are either in the classified or unclassified service. A classified position is subject to Milwaukee County Civil Service rules and laws, including practices for the competitive hiring process and the requirements for terminating employees. Unless otherwise designated, the statutes require that a position should be held in the classified service.

Wisconsin Statute §63.03 provides for two types of unclassified positions:

1. Positions that are specifically enumerated under Wisconsin Statute §63.03(2), such as the Deputy County Clerk or staff for the County Executive; and,
2. Positions specifically transferred to unclassified status through the discretionary power granted the Civil Service Commission under Wisconsin Statute §63.03(3).

Under Wisconsin Statute §63.03(3), if the Civil Service Commission “deems such action to be necessary to secure the best service for the county, the commission may...transfer any position of department head, deputy department head, associate department head or immediate assistant department head from the classified service to the unclassified service if the position is in pay range 30 or above.”

The criteria expressed in the previous paragraph uses antiquated titles and terms but demonstrates that a position must be at an elevated level, both in terms of organizational hierarchy and pay, to be considered for transfer to unclassified status.

The Commission reviews requests to move positions from classified to unclassified status on a case by case basis. In addition to the criteria above, the conditions under which the Commission considers exempting positions and examples of positions that have been exempted under each category are summarized below.

- The position requires confidentiality and sensitivity and commitment to the strategic position of an elected or public official;
Example: Housing Administrator
- The position is significantly involved in providing policy advice to a public official;
Example: Budget Director
- The position requires confidentiality related to the need to represent and act as a spokesperson for a public official;
Example: Public Information Manager at the County Board
- The position reports directly to an elected official and personal loyalty or political compatibility are necessary;
Example: Department heads
- The position or its funding is of a limited or uncertain duration;
Example: Legal Research Interns

These examples are not meant to be all inclusive. They are provided as a general frame of reference for appointing authorities to consider when deciding to make a request for exemption.

Considerations for the exemption of a position may go beyond the scope of what has been identified

above. The Civil Service Commission reserves the right to determine if the rationale for a request is consistent with the applicable statutory provisions.

The Commission believes in filling positions through a merit-based civil service process unless sound rationale exists for exempting them from that process. Requests for exemptions from appointing authorities shall clearly specify and include the following information:

- The reason(s) for the request.
- A current job description for the position.
- A listing of all other unclassified positions and corresponding pay ranges within the Department.
- A Departmental organizational chart depicting the level of the position and where it fits in the organizational structure.

Once the Commission approves the transfer of a position to unclassified status, the next appointee to the unclassified position is considered an at-will employee while serving in the position and serves at the pleasure of the appointing authority.

If there is an incumbent in a position at the time the position is transferred to unclassified status, the incumbent is not considered 'at will' and continues as a civil service appointee for the duration of service in the position.

MILWAUKEE COUNTY
Inter-Office Communication

DATE: February 11, 2016

TO: Kerry Mitchell, Director, Department of Human Resources
Rick Ceschin, Secretary, Civil Service Commission

FROM: Amy Pechacek, Director, Risk Management

SUBJECT: Request for Unclassified Position- Claims Program Manager

I respectfully request the consideration of the Civil Service Commission and the Department of Human Resources to establish the newly created Claims Program Manager position as unclassified.

Risk Management procures and administers the property and casualty program for all of Milwaukee County's assets, employees, activities, and events. This insurance program is currently comprised of seven policies, the most comprehensive of which is the Public Entity Liability package handling employment practices, errors and omissions, civil rights, auto liability, and all third party liability. Other policies include aviation liability, property, crime, fiduciary, boiler and machinery, and fine arts. Risk Management also administers two self-insurance programs for the County, the \$16 million workers' compensation liability program and the \$3 million medical malpractice program.

The Claims Program Manager position is a newly created role in Risk Management that was adopted as part of the 2016 budget. The pay range is 32M and if approved, would be the only unclassified position in Risk Management aside from the Director. The creation of the Claims Program Manager represents the final phase of a complete departmental restructuring effort that began in 2014 with a change in departmental leadership. The position reports to the Director of Risk Management and is responsible for the day to day oversight of the County's annual \$8 million spend related to claims and litigation for all of the exposures covered under the property and casualty program. The Claims Program Manager has direct management responsibility for multiple Third Party Administrators (TPAs) adjusting claims in all of the aforementioned lines of coverage. This includes almost daily interaction with three contracted workers' compensation adjusters, two general liability adjusters, and one airport liability adjuster, managing in total an active book of over 500 claims. This position will also be making recommendations on settling or defending claims to senior leadership while balancing

the often conflicting interests of public officials and fiscal responsibility to the taxpayers of Milwaukee County.

The critical necessity to make the Claims Program Manager unclassified stems from the position responsibility to handle a substantial amount of confidential and protected information related to elected officials, employees, and the public. This material includes medical records and diagnostic reports, as well as psychological examinations covering a workers' compensation program population of over 6,000 employees and protected health information of third party litigants alleging injury as a result of the actions of the County. In addition, the position manages claims containing confidential investigative reports detailing sensitive allegations, such as improper employment practices involving sexual harassment or civil rights violations regarding the use of excessive force. These restricted reports include names of coworkers and occasionally people in elected positions. Claim and litigation related documents are exempt from the Open Records Act and need to be entrusted to a person who is immediately accountable for proper use and potential misuse of information. A breach of conduct in this role could be severely damaging to the organization and its leadership in both reputational and financial arenas.

Respectfully,

A handwritten signature in black ink, appearing to read 'Amy Pechacek', with a decorative flourish at the end.

Amy Pechacek, Director, Risk Management

Item 4.0



Risk Management

Administrative Asst
Sydney Dillon

Director
Amy Pechacek

Claims Program Manager

Safety Manager
Paul Schwegel

3 WC adjusters
Aegis Corporation

2 PEL claims adjusters
Aegis Corporation

1 airport liability adjuster
Midwestern Adjustment

DOT Safety Program Mgr
Ken Kuehn

Airport Safety Prog Mgr

To be hired

Staff contractor



MILWAUKEE COUNTY JOB EVALUATION QUESTIONNAIRE

This form is designed to assist you in describing your departmental job. You are asked to fill this form out to outline the essential duties and responsibilities; and identify the knowledge, skills and abilities required to successfully perform the job. This form is used to request new job classifications, review current classifications, reclassification, reallocations, and general updates to the job description. **Note:** It is the job that is being evaluated, not the position/incumbent. Thank you for your cooperation.

GENERAL INSTRUCTIONS:

1. Before beginning, please look over the entire questionnaire. Each question should be answered completely and accurately. If a question does not apply to this job, please indicate "N/A" (Not Applicable).
2. To complete the questionnaire, please type and/or select your responses.
3. If you wish to make additional comments, please use the space available in the "Additional Comments" section on page 6 of this questionnaire.

A. JOB IDENTIFICATION INFORMATION:

Department (High Org):	1150	Division (Low Org):	
Contact for this Study	Name: Amy Pechacek	Email: AMY.PECHACEK@MILWAUKEECOUNTYWI.GOV	
	Title: Director - Risk Management	Phone: 414-278-4332	
Current Job Title:	Claims & Safety Manager		
Job Reports To:	Title: Director - Risk Management		
Request Type:	<input type="checkbox"/> Establish New <input checked="" type="checkbox"/> Review <input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> Reallocation <input checked="" type="checkbox"/> Update Description <input checked="" type="checkbox"/> Other, Specify Breaking Safety & Claims Manager into 2 positions		

B. JUSTIFICATION STATEMENT:

1. Attach an organizational chart.
2. Explain the events or changes that made this request necessary.
The structure of Risk Management is changing in 2016 as claims administration oversight and safety program management are breaking into two fulltime positions. This position will manage the workers compensation claims, property claims, general liability claims, and professional liability claims for the County. The claims manager will act as the liasion between all TPAs and County departments and use loss data, trending, and analytics to work with the Safety Manager to minimizes current claim drivers.

C. ABOUT THE JOB:

Job Status:	<input checked="" type="checkbox"/> Regular Full-Time	<input type="checkbox"/> Regular Part-Time	<input type="checkbox"/> Seasonal	<input type="checkbox"/> Contract
Shift:	<input type="checkbox"/> Day	<input type="checkbox"/> Evening	<input type="checkbox"/> Night	<input type="checkbox"/> Other:
Hours Per Week:	<input type="checkbox"/> >40 Hours	<input type="checkbox"/> 32-40 Hours	<input type="checkbox"/> 20-32 Hours	<input type="checkbox"/> <20 Hours
Travel:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes, % Travel 20-in Cnty			
Will This Job Supervise/Manage?	<input type="checkbox"/> Supervise <input type="checkbox"/> Manage		<input checked="" type="checkbox"/> N/A # of Direct Reports: 0	

D. JOB SUMMARY:

Briefly state, in several sentences, the principle purpose or function of the job. Respond by describing What the job is, What is its major objective, and Why does it exist.
Manage all lines of claims administration in the County. Acts as liasion between TPA and County personnel, ensures TPAs, counsel, and carriers are handling claims properly, efficiently, and resolves all claim issues. Manages claim data and reporting, inform and assist County departments in complying with claim standards and statutes; & conducts annual Risk Reviews with departments. There are over 700 claims annually in all lines.

E. ESSENTIAL DUTIES/RESPONSIBILITIES:

Item 4.0

JOB RESPONSIBILITY LIST: Please describe the major elements of the job. List only the major functions, separately, in order of importance. Provide a one or two line description for each duty so that it can be understood by someone not familiar with this kind of work. Weight the approximate percentage of allocated work time for each functional work activity (Round to the nearest 5%). We do not need to know HOW the function is to be performed, but rather, WHAT it is to be performed. **Percentages should add up to 100%**

1.	<input checked="" type="checkbox"/> Original <input type="checkbox"/> New	Job Duty: Claims and TPA Management	% of Time: 60
	<i>Descriptive:</i> Manages workers' compensation, GL, and Airport Liability TPAs and acts as the liaison between employees, external claims handlers, & depts. Oversee claims' data and reporting, claimhandling compliance, and uses analytics to monitor and structure plans to reduce claim trends.		
2.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Excess Liability Insurance	% of Time: 10
	<i>Descriptive:</i> Assists the Director and the broker in development of excess liability insurance program. Assesses and recommends coverages in relation to claim exposures and trends. Communicates with carriers and brokers on all claim matters as necessary		
3.	<input checked="" type="checkbox"/> Original <input type="checkbox"/> New	Job Duty: Administration	% of Time: 10
	<i>Descriptive:</i> Maintains the Milwaukee County Administrative Code as it relates to risk management and claims processes and procedures		
4.	<input checked="" type="checkbox"/> Original <input type="checkbox"/> New	Job Duty: Risk Mitigation	% of Time: 10
	<i>Descriptive:</i> Investigates accidents, incidents, and potentially unsafe conditions in coordination with TPA and Safety Manager. Uses loss analytics to monitor and structure plans to reduce claim trends. Provides written reports & follow-up with departments. Performs annual Risk Reviews.		
5.	<input checked="" type="checkbox"/> Original <input type="checkbox"/> New	Job Duty: Training	% of Time: 10
	<i>Descriptive:</i> Trains management and employees on claims processes, procedures, and risk management techniques.		
6.	<input type="checkbox"/> Original <input type="checkbox"/> New	Job Duty:	% of Time:
	<i>Descriptive:</i> I		
7.	<input type="checkbox"/> Original <input type="checkbox"/> New	Job Duty:	% of Time:
	<i>Descriptive:</i>		
8.	<input type="checkbox"/> Original <input type="checkbox"/> New	Job Duty:	% of Time:
	<i>Descriptive:</i>		
9.	<input type="checkbox"/> Original <input type="checkbox"/> New	Job Duty:	% of Time:
	<i>Descriptive:</i>		
10.	<input type="checkbox"/> Original <input type="checkbox"/> New	Job Duty:	% of Time:
	<i>Descriptive:</i>		

F. EQUIPMENT, TOOLS & MATERIALS

Item 4.0

Please list all equipment, tools or materials required to perform the job along with the frequency.	Frequency			Type of Equipment
	Daily	Weekly	Monthly	
1. Machinery: (i.e. Vehicles, Motorized Equipment, Heavy Machinery, etc)	x			Computer
2. Hand Tools/Instruments: (i.e. Power Tools, PC's, office or laboratory equipment, weapons, etc.)				
3. Driving required?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			

G. JOB COMPETENCIES

Internal Contacts: Please select all that apply.	
<input type="checkbox"/>	Contact with employees or others primarily at a routine level involving basic information exchange.
<input checked="" type="checkbox"/>	Contact with peers and others involving explanation of information (these contacts may be within or outside department or division), and the gathering of factual information. May include the communication of sensitive or confidential information.
<input checked="" type="checkbox"/>	Contact across departments or divisions with employees involving persuasion of others, absent formal authority, to conform to a policy interpretation or recommended course of action.
<input type="checkbox"/>	Contact that requires a high degree of authority in securing understanding and cooperation of multiple departments or interests.

External Contacts: Please select all that apply.	
<input type="checkbox"/>	No contact with people outside the organization.
<input type="checkbox"/>	Limited external contact to: gather information, answer queries, or ask assistance.
<input checked="" type="checkbox"/>	Frequent external contact to: gather information, answer queries, or ask assistance.
<input checked="" type="checkbox"/>	External contact involving a requirement to maintain a continuing external working relationship with individuals, or organizations.
<input checked="" type="checkbox"/>	External contact involving the initiation and maintenance of relationships that can have a significant effect on the success of the organization.

Communication Skills: Select the level of language (ability to read, write and speak needed to successfully accomplish the essential duties of the job.) Please select all that apply.	
<input type="checkbox"/>	Read, write and comprehend simple instructions, short correspondence and memos.
<input type="checkbox"/>	Read and interpret safety rules, operating/maintenance instructions and procedure manuals.
<input checked="" type="checkbox"/>	Write routine reports, correspondence, and speak effectively before both internal and external groups.
<input checked="" type="checkbox"/>	Read, analyze, and interpret business manuals, technical procedures and/or government regulations.
<input checked="" type="checkbox"/>	Read, analyze, and interpret scientific and technical journals, financial reports and legal documents.
<input checked="" type="checkbox"/>	Prepare and/or present written communications that pertain to controversial and complex topics.

Decision-Making: Please select <u>only one</u> of the following:	
<input type="checkbox"/>	Requires minimal decision-making responsibility.
<input type="checkbox"/>	Regularly makes decisions involving how a project or operation will be conducted (i.e. sequence or method), and generally from an available set of alternatives or precedents.
<input type="checkbox"/>	Regularly makes decisions of responsibility, involving evaluation of information. Decisions may require development or application of alternatives or precedents.
<input type="checkbox"/>	Regularly makes significant decisions and final results, typically affecting the entire department. Available guides or precedents are limited. Has authority over the allocation of resources.
<input checked="" type="checkbox"/>	Significant responsibility for decisions and final results, affecting more than one department or a department with multiple units. Substantial analysis is required and many factors must be weighed before a decision can be reached.
<input type="checkbox"/>	Major responsibility for decisions and final recommendation, which may result in the formulation of strategic plans of action to achieve the broad objectives for the organization.
<input type="checkbox"/>	Primary work responsibility involves the long-range future including the scope, direction and goals of the organization.

Complexity, Judgment and Problem Solving: Please select all that apply. Item 4.0	
<input type="checkbox"/>	Work of a relatively routine nature. Requires the ability to understand and follow instructions.
<input type="checkbox"/>	Structured work, following a limited variety of standard practices.
<input type="checkbox"/>	Generally structured work, but involving a choice of action within limits of standard policy and procedures.
<input type="checkbox"/>	Generally diversified and moderately difficult work. Requires judgment in the adaptation and interpretation of established practices and procedures to meet problems and situations to which the application is not clearly defined.
<input checked="" type="checkbox"/>	Typically difficult or complex work. Generally governed by broad instructions and objectives usually involving frequently changing conditions and problems.
<input type="checkbox"/>	Work requires the ability to plan and perform work in light of new or constantly changing problems, work from broad instruction, and deal with complex factors not easily evaluated. Decisions require considerable judgment, initiative, and ingenuity in areas there is little precedent.
<input type="checkbox"/>	Work requires the ability to act independently in the formulation and administration of policies and programs for major departments or functions.

Supervisory/Managerial: If applicable, select the appropriate level of responsibility.	
<input type="checkbox"/>	Level 1 General instructing, scheduling, and reviewing the work of others performing the same or directly related work. Acts as "lead worker". Functional supervision only.
<input type="checkbox"/>	Level 2 Recommends personnel actions (hiring, termination, pay changes). Involves scheduling, supervision, and evaluation of work of employees who perform similar work assignments.
<input type="checkbox"/>	Level 3 Scheduling, supervision, and evaluation of work as a "manager" of the first line supervisors; or perform supervision of workers who perform distinct and separate blocks of work.
<input type="checkbox"/>	Level 4 Scheduling, supervision, and evaluation of work as a superior of "managers". Administers through subordinate managers, departmental multi-function programs or operations.
<input type="checkbox"/>	Level 5 Scheduling, supervision, and evaluation of work as a superior of those in level 4.

List the names of the Department(s)/Division(s) supervised/managed by this job:	
<ul style="list-style-type: none"> • Claims for all departments County-wide 	

Are there subordinate supervisors/managers reporting to this job?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, how many?
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Fiscal Responsibility:		
Responsible for annual operating budget for department(s)/division(s)?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, please provide total amount?

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H. WORKING CONDITIONS

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What are the physical, mental and environment demands for this job? Functions identified must coincide with the description of essential duties and responsibilities for this job. The functions should focus on what is to be done and the processes traditionally used to achieve end results. For each of the following functional requirements, indicate the frequency in which it occurs in this job.

PHYSICAL DEMANDS		N/A	Seldom (<25%)	Occasional (25% - 50%)	Frequent (50% - 75%)	Always (>75%)
Standing		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking/Running		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sitting		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending/Kneeling		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talking		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visual		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Typing		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine Dexterity		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Dexterity		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upper Extremity Repetitive Motion		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying	50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling	50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NON-PHYSICAL DEMANDS		N/A	Seldom (<25%)	Occasional (25% - 50%)	Frequent (50% - 75%)	Always (>75%)
Analysis/Reasoning		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communication/Interpretation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Math/Mental Computation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reading		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sustained Mental Activity (i.e. auditing, problem solving, grant writing, composing reports)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Writing		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other:		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ENVIRONMENTAL DEMANDS		N/A	Seldom (<25%)	Occasional (25% - 50%)	Frequent (50% - 75%)	Always (>75%)
Work Alone		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Frequent Task Changes		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tedious/Exacting Work		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High Volume Public Contact		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dust		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Temperature Extremes		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loud Noises		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic Substances (i.e. solvents, pesticides, etc.)		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:		<input type="checkbox"/>				

WORK SCHEDULE: Please select all that apply.

<input checked="" type="checkbox"/>	Routine shift hours. Infrequent overtime, weekend, or shift rotation.
<input type="checkbox"/>	Considerable irregularity of hours due to frequent overtime, weekend or shift rotation.
<input type="checkbox"/>	Regular and/or frequent on-call availability.
<input type="checkbox"/>	Nature of work frequently requires irregular, unpredictable or particularly long hours. (I.e. covering double shifts, etc.)

DEMANDS/DEADLINES: Please select all that apply.	
<input type="checkbox"/>	Little or no stress created by work, employees, or public.
<input type="checkbox"/>	Occasional stress due to deadlines or workload because of intermittent or cyclical work pressures, or occasional exposure to distressed individuals within the immediate work environment.
<input checked="" type="checkbox"/>	High volume and variable work demands and deadlines impose strain on routine basis or considerable stress intermittently; OR regular direct contacts with distressed individuals within the immediate work environment; and/or exposure to demands and pressures from persons other than immediate supervisor.
<input type="checkbox"/>	Work requires frequent, substantive contacts with people in highly stressful situations; delicacy and unpredictability of contacts routinely creates considerable strain or heavy stress regularly.

I. EDUCATION, EXPERIENCE AND LICENSE

EDUCATION	
Please indicate the MINIMUM educational level required:	
<input type="checkbox"/>	HS Diploma/GED
<input type="checkbox"/>	Associate's Degree
<input checked="" type="checkbox"/>	Bachelor's Degree
<input type="checkbox"/>	Graduate Degree
<input type="checkbox"/>	Post Graduate Degree (PhD)
<input type="checkbox"/>	Professional Degree (Law, Medicine, etc.)
<input checked="" type="checkbox"/>	Other:
	Area of specialization/major: Risk management or related
	Area of specialization/major:
	Area of specialization/major:
	Area of specialization/major:
	Please indicate: claims adjuster or insurance certifications

WORK EXPERIENCE	
Please indicate the MINIMUM number of years of practical experience required.	
<input type="checkbox"/>	No experience
<input type="checkbox"/>	Less than one year
<input type="checkbox"/>	One to three years
<input type="checkbox"/>	Three to five years
<input checked="" type="checkbox"/>	Five or more years
	Area(s) of experience:
	Area(s) of experience:
	Area(s) of experience:
	Area(s) of experience: claims adjusting

SUPERVISORY/MANAGEMENT EXPERIENCE	
Please indicate the MINIMUM number of years of supervisory/management experience required.	
<input checked="" type="checkbox"/>	No experience
<input type="checkbox"/>	Less than one year
<input type="checkbox"/>	One to three years
<input type="checkbox"/>	Three to five years
<input type="checkbox"/>	Five or more years
	Area(s) of experience:

LICENSE/CERTIFICATION:
What license(s), certification/certificate(s), registration(s), or other regulatory requirements/training:
n/a

J. ADDITIONAL COMMENTS

Please list additional items not covered in this questionnaire that you feel would be helpful in understanding the job.
<ul style="list-style-type: none"> • Knowledge of the principles of claims standards • Knowledge of the methods and practices of loss trending, risk forecasting, risk mapping, risk transfer, risk financing, risk control, risk assessment, and analysis • Ability to define problems, collect data, establish facts, and draw valid conclusions • Excellent customer service and communication skills

K. SIGNATURES:

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SUPERVISOR'S/MANAGER'S CONFIRMATION: I have completed and/or reviewed the contents of this job evaluation questionnaire and consent to its accuracy.	
Supervisor/Manager Signature: <i>Amy C. Pechacek</i>	Date: 8/6/2015
Department/Division Head Signature: <i>Amy C. Pechacek</i>	Date: 8/6/2015

Email the completed form to: HRCompensation@milwcnty.com. Please ensure the subject line includes the request type and Department (High Org.) number. (I.e. 2013 STUDY 1140)

Received by Human Resources - Compensation Department
Analyzed by Human Resources - Compensation Department

Initials:
Initials:

Date:
Date: