

# OFFICE OF STATE EMPLOYMENT RELATIONS

## DIVISION OF MERIT RECRUITMENT AND SELECTION BULLETIN

**Date:** April 28, 2008

**Subject:** Personnel Management Classification Survey  
Program for FY 2007-2009

**Locator No:** OSER-0186-MRS

The purpose of this bulletin is to inform state agencies of the Office of State Employment Relations' (OSER) intention to conduct personnel management surveys of select occupational areas for Fiscal Year 2007-2009. The survey program is limited to occupational areas experiencing the most significant classification plan administration, recruitment and/or retention problems. OSER is in the process of soliciting survey requests. One of the primary rationales to conduct surveys is to maintain a simplified yet efficient class structure. Simplification may occur as a result of consolidating similar titles, eliminating unnecessary levels within classification series, converting existing classification structures to accommodate unique compensation structures. Another primary goal is to ensure the classification specifications accurately reflect the work performed and the tools used to perform the tasks assigned to positions in these classifications.

The Division of Merit Recruitment and Selection (DMRS) will coordinate with the Division of Compensation and Labor Relations (DCLR) to complete the compensation and labor market surveys and propose the pay range assignments connected with these occupational surveys in order to prepare for negotiation of the 2009-2011 labor agreements.

Each survey will be managed by OSER, although some agencies will be taking the lead in conducting the actual review. This bulletin is intended to serve as formal notice announcing solicitation of your classification and compensation survey needs. To date, the following classification and compensation surveys have been approved and will be conducted by OSER during the 2007-2009 survey cycle. This is not an all inclusive list. As negotiations wrap up there may be more surveys added to this list from other bargaining units.

### WSEU

#### Administrative Support Unit

Library Services Assistant - Senior, and - Advanced/Lead (Classification and Compensation Survey)  
Purchasing Associate (Compensation Survey)

### Blue Collar

Automotive/Equipment Technicians - Entry, - Developmental, - Senior, and - Master (Classification and Compensation Survey)  
Locksmith - Entry, - Journey (Classification and Compensation Survey)

Additionally, OSER agrees to conduct a comparative study of the Facilities Maintenance Specialist – Advanced, HVAC Specialist, and HVAC Specialist – Advanced classifications to be reviewed by the employer for ongoing classification meetings to be completed by the 09/11 negotiations.

**Solicitation for Additional Survey Requests**

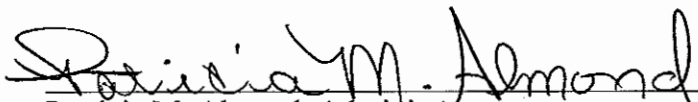
At this time we are asking agencies to provide additional survey requests and attach the appropriate documentation, as outlined below. Attachment B is a spreadsheet containing previously requested surveys which have not been conducted. Please review this list and, if these remain a priority, you may submit those requests with your problem identification. Please make sure that you identify whether you are asking for a *compensation or classification survey per each request* that you make and, if more than one request is made, please prioritize your requests in order of importance. Submission of a survey request does not guarantee OSER will conduct the survey. Once all requests are received, OSER will evaluate the requests against the resources and prioritize which surveys can be completed during this survey cycle.

**Process**

At this time, OSER is asking that agencies compile the following information and provide it to the person and date identified below.

1. Identify an Agency Survey Coordinator and provide Linda Brennan with the coordinator's name, inter-departmental mailing address, e-mail address, and phone number. **Please provide this information to Linda Brennan, in DMRS at OSER by May 16, 2008.**
2. Identify any classification, compensation, recruitment, or retention problems your agency has been experiencing with the classifications identified for inclusion in this survey. Attachment A of this bulletin provides problem identification guidelines that agencies can share with supervisors of positions included in this survey. **Please send the problem identification information to Linda Brennan, in DMRS at OSER by May 16, 2008.**
3. Once it has been determined which surveys will be conducted during the 2007-2009 survey cycle, a detailed bulletin will be distributed outlining the survey process and timeline.
4. The majority of position audits are likely to begin in June 2008.
5. Survey completion is targeted for the spring of 2009 in order to communicate survey results to bargaining unit representatives, as appropriate, during the 2009-2011 contract negotiations.

Questions regarding the overall survey process should be directed to Linda Brennan via e-mail at [Linda.brennan@wisconsin.gov](mailto:Linda.brennan@wisconsin.gov) or by phone at (608) 267-0408.

  
Patricia M. Almond, Administrator  
Division of Merit Recruitment and Selection

## *Attachment A*

### PERSONNEL MANAGEMENT SURVEY

#### Problem Identification Guidelines

Personnel Management Surveys are typically conducted to resolve problems that occur in the areas of Classification, Compensation, Recruitment and Retention. To help us in this survey process, agencies are asked to assess whether problems are occurring in their agency in these areas. As an aid to you, we have listed some of the more typical problems that occur. Please note that this is intended as a guide to assist you in identifying potential problem areas only. You do not need to identify any areas where you are not experiencing problems.

1. **Classification** - Within this broad area you should identify all problems you are experiencing with any aspects of the current class structure. Examples of specific problems within this broad area may include:
  - a. Changes in the technology, organization, occupation, equipment, statutory authority, etc., which are not identified in the existing class specifications.
  - b. The lack of identification of duties and responsibilities and position types or specializations in the existing class specifications.
  - c. The inability to make clear distinctions between class levels or class series based on the existing class specifications.
  - d. The presence of inequitable or inappropriate pay range alignments between positions in the same occupational area being reviewed.
  - e. Insufficient class series or class levels to identify distinctly different kinds of work.
  - f. Concerns regarding assignment to the appropriate occupational area/bargaining unit.
2. **Compensation** - Within this broad area you should identify all problems you are experiencing with any of the current pay range assignments of included classes. Examples of specific problems within this area may include:
  - a. The failure of the existing classes and pay range assignments to adequately compensate for positions within the class series, within the organization, within the occupation or within the labor market.
  - b. The presence of pay compression between supervisors and subordinates.
  - c. The presence of other compensation issues such as hazardous duty, supplemental pay, protective service, Fair Labor Standards Act designation, etc.
3. **Recruitment** - Within this broad area you should identify all problems you are experiencing with any aspects of attracting sufficient qualified applicants. Examples of specific problems within this broad area may include:
  - a. The necessity for specialized qualifications that affect the recruitment effort.
  - b. The necessity for licensure, certification or registration which affects the recruitment effort.

- c. The necessity for the operation of specialized or highly technical equipment.
  - d. The area of competition (statewide, nationwide, etc.) required to obtain sufficient qualified applicants.
  - e. The necessity of Hiring Above the Minimum (HAM) or using a Raised Minimum Rate (RMR) to attract or retain sufficient candidates.
  - f. The lack of sufficient flexibility to downgrade positions for developmental purposes.
4. **Retention** - Within this broad area you should identify all problems you are experiencing with any aspects of retaining qualified employees. Examples of specific problems within this broad area may include:
- a. The rate of turnover or number of vacancies.
  - b. The inability to retain senior level staff.
  - c. The presence of pay compression (see 2b).
  - d. The lack of advancement opportunities within a classification series.
  - e. The inability to retain staff due to low salaries.
5. **Other** - Within this area you should identify any other problems you may be experiencing which are not addressed above.

***Attachment B***

<b>Classification</b>	<b>FTE</b>	<b>Issues</b>
Nursing Assistant 1,2,3	409	Significant overlap in spec with RCTs. Requires CNA credential. Review to determine if should be combined with Res Care Tech.
Resident Care Technician 1,2	1190	Significant overlap in spec with Nursing Asst. Requires CNA credential. Review to determine if should be combined with Nursing Asst.
Natural Resources Customer Svc Rep – Sr. Lead	88	Potential to combine with other customer service titles.
Revenue Customer Service Rep - Ent. Dev, Obj, Adv	12	Overlap with other customer service classes?
Tourist Information Assistant 1, 2, 3	15	Overlap with other customer service classes?
Transportation Customer Rep 1,2,3,4,Lead	238	Confusion between this series and TCR-Field. Simply retitle or combine with other Customer Service titles?
Records/Forms Management Specialist - Sr.	10	Spec contains no class concept, only allocations. May be possible to combine with other records classes.
Real Estate Specialist, Sr, Adv	98	Class spec identifies some areas that are higher level than other areas (like appraisal, relocation and litigation) and we need to review how accurate it is in the present.
Security Officer 1,2,3,4	61	Overlap in work with other SO series.
Accountants (all titles)	344	Appears to be confusion between the work of FS and Accountants. Agencies are submitting reclass requests that are being denied.
Financial Specialist 1-5	853	Difficult to distinguish between levels. Inconsistent application of spec language across agencies.
Computer Printing Tech, Lead	40	Compare/contrast with Printing Assistant in WPEC
Electronic Technician-Media Ent, Obj, Sr	79	Difficulty recruiting. Compensation is low. Changing duties and responsibilities due to influx of computer equipment.
Emergency Government Specialist, Sr, Adv	20	No justification received.

<b>Classification</b>	<b>FTE</b>	<b>Issues</b>
Forms Technician	4	Position at ETF does forms design and printing. In other agencies they are often separate functions.
Military Affairs Security Officer-Entry, Obj, Sr	38	Similar work to other SOs. Granted POS after 9/11. Others are general retirement category.
Security Officer, Lead - UW Health Sciences	12	Overlap in work with other SO series.