State of Wisconsin

OFFICE OF STATE EMPLOYMENT RELATIONS

DIVISION OF MERIT RECRUITMENT AND SELECTION BULLETIN

Date: June 20, 2012

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Locator No: OSER-0308-MRS

Subject: Personnel Management Classification Survey

Program for the 2011-2013 Biennium—

Announcement of Scope and Schedule

The purpose of this bulletin is to follow up Bulletin OSER-0298-MRS, Personnel Management Classification Survey Program for the 2011-2013 biennium, (dated February 6, 2012) which was the formal solicitation of classification and compensation needs. Following the submission of agency problem identification and requests for survey, the Office of State Employment Relations (OSER) has identified the scope of occupational areas and the schedule to complete classification surveys by spring of 2013.

The classification survey program is limited to occupational areas experiencing the most significant classification plan administration, recruitment and retention problems. OSER solicited survey requests from state agencies and prioritized those requests based on the justifications provided by the agencies, as well as OSER's internal assessment. This limited scope survey program recognizes the limited staff resources within OSER and the significant workload burden surveys place on state agency human resources and program staff.

Each survey listed in this bulletin 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 of the personnel management surveys being undertaken at this time. No individual survey bulletins will be published.

Agency Involvement

Assistance and input from the relevant agencies will be crucial throughout the survey process. The OSER Survey Managers will conduct regular, periodic meetings with Agency Survey Coordinators throughout the survey cycle to discuss progress, solve problems and coordinate the survey activities on a statewide basis. OSER Survey Managers will meet individually with Agency Survey Coordinators as needed and are available to serve as consultants to Agency Survey Coordinators who take the lead in some of the survey activity. Agency Survey Coordinators are strongly encouraged to participate actively in the audit process in those surveys being conducted by OSER to obtain the same information about the work that the OSER Survey Manager obtains. Agency Survey Coordinators should establish a communication plan to ensure timely and thorough information distribution within their own agencies as appropriate.

In some cases, agency staff will be taking the lead in conducting the classification surveys and should involve the OSER Survey Manager in a representative sample of the position audits. Furthermore, Agency Survey Coordinators are encouraged to coordinate their activities with representatives from the various affected employing units and to communicate often with the affected employees.

Additional information and guidance on the role of the Agency Survey Coordinator is available in *Wisconsin Human Resources Handbook* Chapter 450—Conducting or Assisting with a Personnel Management Survey.

Process

Surveys will be conducted using the whole-job methodology, using position descriptions (PDs) and information gathered during in-person audits to assess the work. It cannot be stressed enough how important it is to have accurate PDs for this review. Hiring supervisors should be notified immediately of the survey plan and the need for accurate PDs and a timeline should be established to have those submitted to human resources. It has been demonstrated repeatedly that ensuring accurate, up-to-date PDs results in more accurate classification decisions, translating into fewer potential appeals and less time and effort spent in the appeal process. In addition,

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maintaining accurate PDs helps supervisors communicate job expectations, provides employees with the basic information they need to perform their duties and ensures more accurate classification decision-making.

At this time, OSER requests that agencies complete the following activities as directed. The OSER staff person who will function as the Survey Manager for each survey are identified on the chart below.

- 1. Identify any <u>new, additional</u> classification problems or coordinator assignments which are different from that which your agency previously submitted. (See Attachment A.) Please send any additional classification problem identification information and/or any changes that have been made to the assignment of the Agency Survey Coordinator to the OSER Survey Manager by <u>July 6, 2012</u>.
- 2. Ensure that positions included in the surveys have updated PDs. This includes completion of the Certification Form. (See Attachment C.) Submit a list of benchmark and/or unique positions recommended for audit and include the position description and organization chart for each position recommended for audit. A general rule of thumb is to audit approximately 10-15 percent of the positions included in the survey. If current PDs are accurate and complete, new PDs do not need to be developed. In lieu of that, the employee and the supervisor should initial and date the PD to document that it is accurate and complete. A review of submitted, upto-date PDs is expected before they are sent to OSER. Please send the list of benchmark and/or unique positions, and copies of all benchmark positions descriptions with organizational charts to the OSER Survey Manager by August 31, 2012.

Survey Timelines

It is critical for all stakeholders to support the workplan activities and schedule goals reflected in the overall timeline for completion of these surveys. (See Attachment B.) OSER's ability to adhere to this timeline is strongly dependent on the timely cooperation and assistance provided by agencies.

Some specific survey activities may deviate from the attached timeline based on complexity of the occupational review. The OSER Survey Manager will communicate any timeline adjustments necessary for specific surveys. However, we plan to have all survey activity completed in the spring of 2013.

Questions regarding the overall survey plan should be directed to Linda Brennan via e-mail at Linda.Brennan@wisconsin.gov or by phone at (608) 267-0408. Questions regarding specific survey activities should be directed to the designated OSER Survey Manager.

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Survey Organization

The OSER Survey Manager will be leading the following surveys and will work with the agency Survey Coordinator to accomplish all the steps in the survey process.

Survey Name	OSER Survey Manager	Contact Information
Consumer Protection Investigator	Dianna McNall	(608) 266-8232
Series		Dianna.Mcnall@Wisconsin.gov
Consumer Specialist Series	Chelsea Daley	(608) 267-5168
		Chelsea.Daley@Wisconsin.gov
Environmental Analysis and	Pat Waterman	(608) 266-8149
Review Specialist series		Pat.Waterman@Wisconsin.gov
Records/Forms Management	Pat Waterman	(608) 266-8149
Specialist	·	Pat. Waterman@Wisconsin.gov

Consumer Protection Investigator Series

These positions are within the Departments of Agriculture, Trade and Consumer Protection (6); Health Services (6); Justice (3); Revenue (2); Security and Professional Services (14); Transportation (22); Workforce Development (7) and the Office of the Commissioner of Insurance (2). The classification specification was created in 2000 and is outdated and many duties and technological advances that have evolved are not identified and others that are identified are now being accomplished by other classifications. OSER will manage the survey activity and present survey results to DCLR if necessary.

Classification Title	Class Code	Pay Schedule	Pay Range	Employee Count
CONSUMER PROTECTION INVESTR 1	74801	05	11	8
CONSUMER PROTECTION INVESTR 2	74802	05	13	14
CONSUMER PROTECTION INVESTR 3	74803	05	14	40
TOTAL				62

Consumer Specialist Series

These positions are within the Department of Agriculture, Trade and Consumer Protection (11) and the Public Service Commission (5). The classification specification is outdated and the complexity of consumer complaints has expanded. OSER will manage the survey activity and present survey results to DCLR if necessary.

Classification Title	Class Code	Pay Schedule	Pay Range	Employee Count
CONSUMER SPECIALIST 1	74101	05	11	4
CONSUMER SPECIALIST 2	74102	05	12	8
CONSUMER SPECIALIST 3	74103	05	13	2
CONSUMER SPECIALIST 4	74104	05	14	2
TOTAL				16

Environmental Analysis and Review Specialist Series

These positions are within the Departments of Agriculture, Trade and Consumer Protection (6); Military Affairs (2); Natural Resources (16); and Transportation (18); the Public Service Commission (11) and the UW System (1). The 1999 classification specifications need updating and definitions of work performed at the senior and advanced level needs to be reviewed. There have been many changes in the environmental regulations and work assigned to these positions over the past ten years. In addition, the distinction between levels at the senior and advanced level needs to be reviewed to better meet business needs. OSER will manage the survey activity and present survey results to DCLR if necessary.

Classification Title	Class Code	Pay Schedule	Pay Range	Employee Count
ENVIR ANALYSIS & REV SPEC	55531	15	24	8
ENVIR ANALYSIS & REV SPEC-ADV	55533	15	03	21
ENVIR ANALYSIS & REV SPEC-SENIOR	55532	15	03	25
TOTAL				54

Records/Forms Management Specialist Series

These positions are within the Departments of Children and Families (2); Corrections (1); Health Services (4); and Transportation (1). The classification specifications are outdated and there is a lack of identification of duties and responsibilities and positions types or specializations in the existing class specs. The inability to make clear distinctions between class levels or class series is also an issue. OSER will manage the survey activity and present survey results to DCLR if necessary.

Classification Title	Class Code	Pay Schedule	Pay Range	Employee Count
RECORDS/FORMS MANAGEMENT SPEC	05761	07	04	3
RECORDS/FORMS MANAGEMENT SPEC-SEN	05762	07	03	5
TOTAL				8

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*OSER will oversee the following surveys as most steps of the survey process are conducted by Agency Survey Coordinators following the Agency Class Survey Work Plan and Check List/Timeline.

Survey Name	OSER Survey Manager	Agency Survey Coordinator
Area Administrator*	Pat Waterman	Tim Borchert
		(608) 266-8734
Civil Engineer Transportation/ Advanced/	Dianna McNall	Barb Paltz
Supervisor*		(608) 266-2974
Corrections Communications Operator*	Dianna McNall	Craig Mickelson
		(608) 240-5463
Detention Facilities Specialist*	Chelsea Daley	Craig Mickelson
		(608) 240-5463
DMV Field Agent/Advanced/Examiner*	Dianna McNall	Barb Paltz
		(608) 266-2974
DOT Supervisor and DOT Program Supervisor*	Pat Waterman	Barb Paltz
		(608) 266-2974
Earned Release Commission Member*	Dianna McNall	Craig Mickelson
		(608) 240-5463
Elections Specialist*	Pat Waterman	Tracey Schwalbe
•		(608) 266-7728
Food Safety Inspector	Pat Waterman	Barry Wanner
• •		(608) 224-4760
Industries Specialist Series*	Chelsea Daley	Craig Mickelson
•		(608) 240-5463
Industries Superintendent and Industries	Chelsea Daley	Craig Mickelson
Supervisor*	_	(608) 240-5463
Natural Resources Research Scientist series*	Pat Waterman	Dana Denny
		(608) 267-7431
Police Communication Operators*	Dianna McNall	Barb Paltz
•		(608) 266-2974
Psychologist Supv, Mgr, Chief, Supv0Mgt;	Pat Waterman	Craig Mickelson
Psychologist Licensed; Psychological Associate		(608) 240-5463
Ranger-Operations; Ranger-Enforcement;	Pat Waterman	Dana Denny
Ranger-Assistant Property Manager*		(608) 267-7431
Resident Care Technician/Patient Care	Pat Waterman	Jennifer Den Daas
Technician*		(608) 266-0559
Sales & Marketing Specialist*	Chelsea Daley	Craig.Mickelson
		(608) 240-5463

Area Administrator*

These positions are located within the Department of Children and Families and the Department of Health Services and the majority of the work associated with this classification survey will be completed by human resources staff within DCF in coordination with DHS. The classification specifications are outdated since the positions supervised Milwaukee County Employees before they were accreted into state service. OSER will oversee the survey activity and present survey results to DCLR if necessary.

Classification Title	Class	Pay	Pay	Employee
	Code	Schedule	Range	Count
AREA ADMINISTRATOR	49840	81	03	17

Civil Engineer Transportation*

These positions are within the Department of Transportation. The Civil Engineer Transportation classification specification is outdated and the feasibility of separating the Structural Engineers from the Civil Engineers for recruitment purposes will be a focus. OSER will oversee the survey activity and present survey results to DCLR if necessary.

Classification Title	Class Code	Pay Schedule	Pay Range	Employee Count
CIVIL ENGINEER-TRANSPR	26761	14	46	125
CIVIL ENGINEER-TRANSPR-ADV	26763	14	48	270
CIVIL ENGINEER-TRANSPR-SENIOR	26762	14	47	160
CIVIL ENGINEER-TRANSPR SUPV	26520	81	03	72
			TOTAL	627

Corrections Communications Operator*

This classification is located in the Department of Corrections. The classification specifications are outdated and not reflective of the actual work performed. The work has evolved and may be more aligned with that of Security and Public Safety or Public Security. This may be related to the Police Communications Operator classification which is being studied by DOT. OSER will oversee the survey activity and present survey results to DCLR if necessary.

Classification Title	Class	Pay	Pay	Employee
	Code	Schedule	Range	Count
CORRECTIONS COMMUNICATION OPER	66100	02	11	40

Detention Facilities Specialist*

This classification is used by the Department of Corrections. The classification specifications are outdated in that the 1989 specs don't reflect the positions' actual authority & management-related responsibilities. This class is currently identified in Security and Public Safety bargaining unit but the actual work is more aligned with that of Corrections Planning & Operations Spec (PR81-03) than with the other SPS classifications. OSER will oversee the survey activity and present survey results to DCLR if necessary.

Classification Title	Class	Pay	Pay	Employee
	Code	Schedule	Range	Count
DETENTION FACILITIES SPECIALIST	74560	05	17	5

DMV Field Agent/Advanced/Examiner*

These positions are located exclusively within the Department of Transportation. While a DMV survey was recently completed and implemented (January 2009), there has been a significant statutory change that has impacted ability to appropriately classify positions within the series. The survey will look at the need to have a DMV Field Agent, Examiner and more counter staff in each Field Office to handle workload. OSER will oversee the survey activity and present survey results to DCLR if necessary.

Classification Title	Class Code	Pay Schedule	Pay Range	Employee Count
DMV FIELD AGENT	75361	36	11	78
DMV FIELD AGENT-ADVANCED	75362	36	13	73
DMV FIELD AGENT-EXAMINER	75372	36	14	146
DMV FIELD AGENT-LEAD	75363	36	15	45
			TOTAL	342

DOT Program Supervisor and DOT Supervisor*

These positions are located exclusively within the Department of Transportation. There is not a reason to have two separate classifications so they will be combined and the work performed better defined for general DOT first line supervisors that are not better defined by another more specific classification. OSER will oversee the survey activity and present survey results to DCLR if necessary.

Classification Title	Class Code	Pay Schedule	Pay Range	Employee Count
DOT PROGRAM SUPERVISOR	23120	81	03	42
DOT SUPERVISOR	07980	81	03	3
TOTAL				45

Earned Release Commission Member*

These positions are located within the Department of Corrections. The Commission name changed in the past budget cycle, so the class spec title should change and the spec be reviewed to ensure the duties are aligned with current statutory authority of the Commission and its staff. OSER will oversee the survey activity and present survey results to DCLR if necessary.

Classification Title	Class	Pay	Pay	Employee
	Code	Schedule	Range	Count
EARNED RELEASE COMMISSION MEMBER	51610	12	10	6

Elections Specialist*

These positions are located within the Governmental Accountability Board and the survey will be coordinated by DOA. The current specifications have only one level which does not reflect the complexity of the specialized work done by the employees. OSER will oversee the survey activity and present survey results to DCLR if necessary.

Classification Title	Class	Pay	Pay	Employee
	Code	Schedule	Range	Count
ELECTIONS SPECIALIST	07400	07	04	6

Food Safety Inspector*

These positions are located within the Department of Agriculture, Trade and Consumer Protection. The current specifications do not adequately identify the broad scope of responsibility and the complexity of the issues the positions deal with. OSER will oversee the survey activity and present survey results to DCLR if necessary.

Classification Title	Class Code	Pay Schedule	Pay Range	Employee Count
FOOD SAFETY INSPECTOR-ENTRY	70361	05	13	2
FOOD SAFETY INSPECTOR-OBJ	70362	05	14	32
	•		TOTAL	34

Industries Specialist Series*

These positions are located exclusively within the Department of Corrections. The variety of prison industries has changed substantially and new industries continue to be added. The current specs do not accurately reflect the current prison industries or accommodate the dynamic nature of those industries. OSER will oversee the survey activity and present survey results to DCLR if necessary.

Classification Title	Class Code	Pay Schedule	Pay Range	Employee Count
INDUSTRIES SPECIALIST 1	92001	03	12	25
INDUSTRIES SPECIALIST 2	92002	03	13	15
INDUSTRIES SPECIALIST 3	92003	03	14	0
·			TOTAL	40 -

Industries Superintendent and Industries Supervisor*

These positions are located exclusively within the Department of Corrections. The classifications are in the same occupational area as Industries Specialist and should be included as part of the overall occupational review/spec clean-up. OSER will oversee the survey activity and present survey results to DCLR if necessary.

Classification Title	Class Code	Pay Schedule	Pay Range	Employee Count
INDUSTRIES SUPERINTENDENT	92080	81	03	3
INDUSTRIES SUPERVISOR	92020	81	04	10
			TOTAL	13

Natural Resources Research Scientist Series*

These positions are located exclusively within the Department of Natural Resources. The specifications are outdated and need review and spec clean-up to ensure they are on the same level as other Research Scientists in state service. OSER will oversee the survey activity and present survey results to DCLR if necessary.

Classification Title	Class Code	Pay Schedule	Pay Range	Employee Count
NAT RES RESEARCH SCIENTIST	56061	15	24	0
NAT RES RESEARCH SCIENTIST-ADV	56063	15	03	22
NAT RES RESEARCH SCIENTIST-SENIOR	56062	15	03	3
			TOTAL	25

Police Communications Operators*

These positions are located within the Department of Transportation (50), the Department of Administration (6), and the UW System (14). This classification specification has not been updated since 1996 and has experienced significant technological changes over the past 15 years. This is a one level classification series with a long learning curve to successfully perform the duties at the single objective level. DOT will coordinate the survey and involve DOA and the UW with OSER will overseeing the survey activity and presenting survey results to DCLR if necessary.

Classification Title	Class	Pay	Pay	Employee
	Code	Schedule	Range	Count
POLICE COMMUNICATIONS OPERATOR	81500	36	42	70

Psychologist Supv, Mgr, Chief, Supv-Mgt, Psychologist Licensed; Psychological Associate*

These positions are located within the Departments of Corrections (110) and Health Services (67). DOC will lead the survey and work with DHS. The specifications need review to better align the duties that the positions do between the agencies and each class. OSER will oversee the survey activity and present survey results to DCLR if necessary.

Classification Title	Class Code	Pay Schedule	Pay Range	Employee Count
PSYCHOLOGICAL ASSOCIATE (A)	52101	12	08	23
PSYCHOLOGICAL ASSOCIATE (B)	52102	12	09	53
PSYCHOLOGIST CHIEF	52210	81	02	3
PSYCHOLOGIST MANAGER	52270	81	02	3
PSYCHOLOGIST SUPV	52240	81	02	18
PSYCHOLOGIST SUPV-MGT	52250	81	02	3
PSYCHOLOGIST-LICENSED	52160	12	11	74
			TOTAL	177

Ranger-Operations, Ranger-Enforcement, Ranger-Assistant Property Manager*

These positions are located exclusively within the Department of Natural Resources. The survey will address the issue for existing Ranger classifications that exemplify the inability to make clear distinctions between class levels based on the existing class specifications. OSER will oversee the survey activity and present survey results to DCLR if necessary.

Classification Title	Class Code	Pay Schedule	Pay Range	Employee Count
RANGER-ASSISTANT PROPERTY MANAGER	65600	05	14	13
RANGER-ENFORCEMENT	65660	05	14	31
RANGER-OPERATIONS	65670	05	13	10
	·	·	TOTAL	54

Resident Care Technician/Psychiatric Care Technician*

These positions are located within the Department of Health Services. The classification specifications are outdated and need to be updated to accurately describe the work done by these positions. This series needs to be looked at in conjunction with the Psychiatric Care Technician to ensure the comparison/contrast between the duties is accurately reflected. OSER will oversee the survey activity and present survey results to DCLR if necessary.

Classification Title	Class Code	Pay Schedule	Pay Range	Employee Count
RESIDENT CARE TECH 1	38561	06	10	· 192
RESIDENT CARE TECH 2	38562	06	11	831
PSYCHIATRIC CARE TECHNICIAN	66160	05	31	532
		_	TOTAL	1555

Sales & Marketing Specialist*

These positions are located within the Department of Corrections. The classification specifications are outdated and don't reflect current work processes. Work has some relationship to that of the Industries Specialist/Supervisor and Superintendent. OSER will oversee the survey activity and present survey results to DCLR if necessary.

Classification Title	Class	Pay	Pay	Employee
	Code	Schedule	Range	Count
SALES AND MARKETING SPECIALIST	92200	07	04	4

Jack R. Lawton, Administrator

Division of Merit Recruitment and Selection

Attachment A

PERSONNEL MANGEMENT SURVEYS

Problem Identification Guidelines

Personnel Management Surveys are conducted to resolve problems that occur in the area of classification. The OSER Bureau of Compensation collects problem identification pertaining to recruitment, retention, and other compensation-related information in a separate process. To help us in the classification survey process, agencies are asked to assess whether problems are occurring in their agency in the areas noted below.

Please note that the list below is not all inclusive. Feel free to describe other problems your agency may be experiencing in utilizing the classifications under review.

Identify all problems you are experiencing with any aspects of the current classification structure. Examples of specific problems within this broad area may include:

- 1. Changes in the technology, organization, occupation, equipment, statutory authority, etc., that are not described in the existing classification specifications.
- 2. The lack of identification of duties and responsibilities and position types or specializations in the existing classification specifications.
- 3. The inability to make clear distinctions between class levels or class series based on the existing classification specification definitions.
- 4. The presence of inequitable or inappropriate pay range alignments between positions in the same occupational area being reviewed (i.e., internal inequity).
- 5. Insufficient classification series or levels to identify distinctly different kinds of work.
- 6. Concerns regarding assignment to the appropriate occupational area/bargaining unit.

<u>Attachment B</u>
2011-2013 Personnel Management Survey Program Timeline

Survey Phase	<u>Task</u>	Responsible Parties	<u>Timeline</u>
Problem identification	Identify classification problems.	Agency Survey Coordinator	June-July 2012
Identify included/excluded positions	Compile <u>benchmark</u> and <u>unique</u> position descriptions. Provide copies of PDs to OSER Survey Manager.	Agency Survey Coordinator	July-August 2012
Position audits	Identify benchmark and unique positions to audit. Develop audit questions. Conduct field, telephone and desk audits. Review audit results with agencies.	OSER Survey Manager and Agency Survey Coordinator	September – December 2012
Draft classification specifications	Discuss class concept proposals with agencies. Draft, review and revise specifications with agencies. Recommend pay range assignments in conjunction with Bureau of Compensation.	OSER Survey Manager	January 2012 – Mid-April 2013
Survey implementation plan	Present survey findings to DCLR as appropriate and provide rationale for proposed pay range assignments, as needed. Compare PDs of included positions to new specifications to determine appropriate classification. Draft OSER bulletin for survey implementation. Coordinate automated reallocation process with DOA Central Payroll and UW Payroll or prepare manual reallocations.	OSER Survey Manager	Final Implementation of all surveys by May 2013
Post implementation	Participate in appeals case preparation as needed. Serve as expert witness.	OSER Survey Manager with Agency Survey Coordinators as needed.	Appeals timeline following implementation

Attachment C

(class/family title)

CLASSIFICATION SURVEY Position Description Certification Statement

EMPLOYEE

I am aware that my position is included in the classification survey and that position descriptions for positions included in this survey are to be updated to reflect current responsibilities. I also understand that my position will be allocated in the survey based on this current position description.
I have examined the attached position description dated (insert date) and agree that the position description and its duties, goal statements, and percentages assigned, knowledge, skills and abilities, and organizational chart are current and accurate.
(NOTE: The percentages for the goals should add up to 100 percent. If possible, an estimate of the percentage of time spent on each worker activity should be listed, particularly for worker activities which constitute 10 percent or more of the total workload.)
If you agree with the above statements, please sign below.
Employee Signature Date
SUPERVISOR
I am aware that this position is included in the classification survey and that position descriptions for positions included in this survey are to be updated to reflect current responsibilities. I also understand that positions in the survey will be allocated based on the current position descriptions.
I have examined the attached position description dated (insert date) and agree that the position description and its duties, goal statements, and percentages assigned, knowledge, skills and abilities, and organizational chart are current and accurate.
(NOTE: The percentages for the goals should add up to 100 percent. If possible, an estimate of the percentage of time spent on each worker activity should be listed, particularly for worker activities which constitute 10 percent or more of the total workload.)
If you agree with the above statements, please sign below.
Supervisor Signature Date

^{*}Provide completed forms and position descriptions with organizational charts to the appropriate Agency Survey Coordinator.