



Milwaukee County
Department of Human Resources

INTER-OFFICE COMMUNICATION

Date: Thursday, December 18, 2025

To: Marcelia Nicholson, Chairwoman, Milwaukee County Board of Supervisors

From: Margo Franklin, Chief Human Resources Officer, Department of Human Resources

Subject: From the Chief Human Resources Officer, Department of Human Resources, requesting approval of the classification of one, Full Time Equivalent, Service Operations Technician position (pay grade NR21) at the Milwaukee County Department of Administrative Services.

File Type: Action Report

REQUEST

A review of the duties to be assigned to the new position requested by the department resulted in the following recommendation:

Recommended Title	Service Operations Technician
High Org. - Department	116 – DAS IMSD
Low Org. - Division	1176 – Personal Computer
Number of Positions	1
Pay Grade	NR21
Min (Annual)	\$52,228.80
Max (Annual)	\$78,312.00

POLICY

Milwaukee County Code of General Ordinances: [17.05 \(1\)](#)

BACKGROUND

The Department of Human Resources is responsible for assessing the duties associated with the position and providing a job title and compensation recommendation to the Committee on Personnel. This process is in accordance with Chapter 17.05 (1) of the Milwaukee County General Ordinances.

ALIGNMENT TO STRATEGIC PLAN

Describe how the item aligns to the objectives in the [strategic plan](#):

- 1A: Reflect the full diversity of the County at every level of County government
- 1B: Create and nurture an inclusive culture across County government
- 1C: Increase the number of County contracts awarded to minority and women-owned businesses
- 2A: Determine what, where, and how we deliver services to advance health equity
- 2B: Break down silos across County government to maximize access to and quality of services offered
- 2C: Apply a racial equity lens to all decisions
- 3A: Invest “upstream” to address root causes of health disparities
- 3B: Enhance the County’s fiscal health and sustainability
- 3C: Dismantle barriers to diverse and inclusive communities

FISCAL EFFECT

The Department of Human Resources requests the approval of the classification recommendation. The Department of Human Resources is responsible for assessing the duties associated with the position and providing a job title and compensation recommendation.

TERMS**VIRTUAL MEETING INVITES**

Margo Franklin
Aaron Hertzberg
Jacqueline Bobo

PREPARED BY:

Takievia Patterson, Compensation Assistant, Department of Human Resources

APPROVED BY:

Margo Franklin, Chief Human Resources Officer, Department of Human Resources

ATTACHMENTS:

cc: David Crowley, County Executive
Mary Jo Meyers, Chief of Staff, Milwaukee County Executive's Office
Margo Franklin, Chief Human Resources Officer, Department of Human Resources
Kelly Bablitch, Chief of Staff, Milwaukee County Board of Supervisors
Janelle M. Jensen, Legislative Services Division Manager, Office of the County Clerk
Aaron Hertzberg, Executive Director Administrative Services, Department of Admin Services
Jacqueline Bobo, Chief Information Officer, Department of Admin Services
Sarah Schuler, Human Resource Business Partner, Department of Human Resources