



**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):	7990	Division (Low Org):	7995
Contact for this Study	Name: Maria Ledger	Email: MARIA.LEDGER@MILWCNTY.COM	
	Title: Director, Family Care	Phone: 414-287-7610	
Current Job Title:	Contract Services Coordinator (MCO)		
Job Reports To:	Title: Asst. Program Administrator Fiscal/Contracts		
Request Type:	<input type="checkbox"/> Establish New <input type="checkbox"/> Review <input type="checkbox"/> Reclassification <input type="checkbox"/> Reallocation <input type="checkbox"/> Update Description <input checked="" type="checkbox"/> Other, Specify Mid-year create		

B. JUSTIFICATION STATEMENT:

1. Attach an organizational chart.
2. Explain the events or changes that made this request necessary.
Due to increased volume of members and providers, Heightened contract monitoring requirements and large scope of the responsibilities, the MCO must create a Contract Serv Coord position. The Department has over 1,000 provider contracts with more providers added on a regular basis. This volume makes it increasingly difficult to monitor performance, provide technical assistance, insure quality and capacity needs are met. Providers are needed for crisis intervention services to members with dementia or mental illness.

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 checked="" type="checkbox"/> Day	<input type="checkbox"/> Evening	<input type="checkbox"/> Night	<input type="checkbox"/> Other:
Hours Per Week:	<input checked="" type="checkbox"/> >40 Hours	<input type="checkbox"/> 32-40 Hours	<input type="checkbox"/> 20-32 Hours	<input type="checkbox"/> <20 Hours
Travel:	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, % Travel			
Will This Job Supervise/Manage?	<input type="checkbox"/> Supervise <input type="checkbox"/> Manage		<input checked="" type="checkbox"/> N/A # of Direct Reports:	

D. JOB SUMMARY:

Briefly state, in several sentences, the principle purpose or function of the job. Respond by describing What the job is, What its major objective is, and Why does it exist.
This position has overall responsibility for planning, developing and managing the Provider Network for delivery of covered services to Family Care program participants with emphasis on working with providers who possess expertise in working with individuals who have developmental disabilities, mental health diagnoses and/or behavioral health issues as well as acute and primary health care providers.

E. ESSENTIAL DUTIES/RESPONSIBILITIES:

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 descriptive statement 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: Administer Contracts.	% of Time: 25
	<i>Descriptive:</i> Administer contracts for long-term care services; develop policies/procedures to oversee contract compliance; develop methods to improve service quality and cost effectiveness; analyze price proposals, financial data and other information to determine reasonableness, etc.		
2.	<input checked="" type="checkbox"/> Original <input type="checkbox"/> New	Job Duty: Analyze utilization, capacity, and provider performance	% of Time: 20
	<i>Descriptive:</i> Conduct fiscal and quality assurance findings and impose corrective action if required; conduct investigation of complaints; provide technical assistance and training to network providers; coordinate and provide orientations, workshops and provider fairs; monitor compliance.		
3.	<input checked="" type="checkbox"/> Original <input type="checkbox"/> New	Job Duty: Insure vendors possess expertise serving target population	% of Time: 15
	<i>Descriptive:</i> Establish educational and training guidelines for providers and monitor adherence		
4.	<input checked="" type="checkbox"/> Original <input type="checkbox"/> New	Job Duty: Provider Relations	% of Time: 15
	<i>Descriptive:</i> Maintain open communication with contracted providers, serve as a resource for them in regards to service authorizations, billing, accessing the provider portal		
5.	<input checked="" type="checkbox"/> Original <input type="checkbox"/> New	Job Duty: Negotiate Rates	% of Time: 15
	<i>Descriptive:</i> Evaluate financial information submitted by providers to determine appropriateness of rates. Present detailed information to internal Rate Committee for approval.		
6.	<input checked="" type="checkbox"/> Original <input type="checkbox"/> New	Job Duty: Analyze network capacity	% of Time: 10
	<i>Descriptive:</i> Determine composition of Provider Network based on evaluation of State/County Contract requirements; evaluate and determine network development and management strategies based on the synthesis of Fiscal and Operational goals; anticipate ongoing network needs		
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

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			Car
2. Hand Tools/Instruments: (i.e. Power Tools, PC's, office or laboratory equipment, weapons, etc.)	x			PC
3. Driving required?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			

G. JOB COMPETENCIES

Internal Contacts: Please select all that apply.

- Contact with employees or others primarily at a routine level involving basic information exchange.
- 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.
- 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.
- 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.

- No contact with people outside the organization.
- Limited external contact to: gather information, answer queries, or ask assistance.
- Frequent external contact to: gather information, answer queries, or ask assistance.
- External contact involving a requirement to maintain a continuing external working relationship with individuals, or organizations.
- 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.

- Read, write and comprehend simple instructions, short correspondence and memos.
- Read and interpret safety rules, operating/maintenance instructions and procedure manuals.
- Write routine reports, correspondence, and speak effectively before both internal and external groups.
- Read, analyze, and interpret business manuals, technical procedures and/or government regulations.
- Read, analyze, and interpret scientific and technical journals, financial reports and legal documents.
- Prepare and/or present written communications that pertain to controversial and complex topics.

Decision-Making: Please select only one of the following:

- Requires minimal decision-making responsibility.
- 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.
- Regularly makes decisions of responsibility, involving evaluation of information. Decisions may require development or application of alternatives or precedents.
- 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.
- 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.
- 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.
- 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.	
<input checked="" type="checkbox"/>	Work of a relatively routine nature. Requires the ability to understand and follow instructions.
<input checked="" type="checkbox"/>	Structured work, following a limited variety of standard practices.
<input checked="" type="checkbox"/>	Generally structured work, but involving a choice of action within limits of standard policy and procedures.
<input checked="" 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 checked="" 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:	
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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

What are the physical, mental and environment demands for this job? Functions identified must coincide with the descriptive statement 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking/Running	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Talking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Visual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Typing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fine Dexterity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Manual Dexterity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Upper Extremity Repetitive Motion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting/Carrying lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling lbs.	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>
Writing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other:	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tedious/Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
High Volume Public Contact	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WORK SCHEDULE: Please select all that apply.

- Routine shift hours. Infrequent overtime, weekend, or shift rotation.
- Considerable irregularity of hours due to frequent overtime, weekend or shift rotation.
- Regular and/or frequent on-call availability.
- 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	Area of specialization/major:
<input checked="" type="checkbox"/>	Bachelor's Degree	Area of specialization/major:
<input type="checkbox"/>	Graduate Degree	Area of specialization/major:
<input type="checkbox"/>	Post Graduate Degree (PhD)	Area of specialization/major:
<input type="checkbox"/>	Professional Degree (Law, Medicine, etc.)	Area of specialization/major:
<input type="checkbox"/>	Other:	Please indicate:

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	Area(s) of experience:
<input checked="" type="checkbox"/>	One to three years	Area(s) of experience: contract monitoring, provider relations
<input type="checkbox"/>	Three to five years	Area(s) of experience:
<input type="checkbox"/>	Five or more years	Area(s) of experience:


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	Area(s) of experience:
<input type="checkbox"/>	One to three years	Area(s) of experience:
<input type="checkbox"/>	Three to five years	Area(s) of experience:
<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:

J. ADDITIONAL COMMENTS

Please list additional items not covered in this questionnaire that you feel would be helpful in understanding the job.
Must act in a confidential, discretionary and ethical manner in order to maintain MCO Operations, Fiscal and Administrative program integrity. This position requires compliance with Section 9.03(1) County General Ordinances because job duties include the responsibility for writing specifications, and/or contain decision making capacity relating to the amending or execution of purchase contracts on behalf of the County

K. SIGNATURES:

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:	Date:
Department/Division Head Signature: 	Date: 6/19/13

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: