



**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:**

<b>Department (High Org):</b>	1140	<b>Division (Low Org):</b>	1144
<b>Contact for this Study</b>	Name: Scott Pate	Email: SCOTT.PATE@MILWAUKEECOUNTYWI.GOV	
	Title: HR Operations Manager	Phone: 278-2070	
<b>Current Job Title:</b>	HR Office Support		
<b>Job Reports To:</b>	Title: HR Operations Manager		
<b>Request Type:</b>	<input checked="" type="checkbox"/> Establish New <input type="checkbox"/> Review <input type="checkbox"/> Reclassification <input type="checkbox"/> Reallocation <input type="checkbox"/> Update Description <input type="checkbox"/> Other, Specify		

**B. JUSTIFICATION STATEMENT:**

<b>1. Attach an organizational chart.</b>
<b>2. Explain the events or changes that made this request necessary.</b>
The HR Front Desk role was eliminated during COVID but has remained a vital need for the HR Department. We have reenvisioned this role to be more than just a receptionist position and it will now provide administrative support to three teams as well as managing the Front Desk in the HR Office.

**C. ABOUT THE JOB:**

<b>Job Status:</b>	<input checked="" type="checkbox"/> Regular Full-Time	<input type="checkbox"/> Regular Part-Time	<input type="checkbox"/> Seasonal	<input type="checkbox"/> Contract
<b>Shift:</b>	<input checked="" type="checkbox"/> Day	<input type="checkbox"/> Evening	<input type="checkbox"/> Night	<input type="checkbox"/> Other:
<b>Hours Per Week:</b>	<input checked="" type="checkbox"/> >40 Hours	<input type="checkbox"/> 32-40 Hours	<input type="checkbox"/> 20-32 Hours	<input type="checkbox"/> <20 Hours
<b>Travel:</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No    If Yes, % Travel			
<b>Will This Job Supervise/Manage?</b>	<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 <b>What</b> the job is, <b>What</b> its major objective is, and <b>Why</b> does it exist.
The HR Office Support role will be an asset to multiple teams by providing support to HR Operations, Talent Acquisition, and Learning & Development. In addition, this role will also maintain the efficient operation of the HR Front Desk where employees come seeking assistance and information.

**E. ESSENTIAL DUTIES/RESPONSIBILITIES:**

<b>JOB RESPONSIBILITY LIST:</b> 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. <b>Percentages should add up to 100%</b>			
1.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: HR Front Desk Duties (HRO)	% of Time: 45%
	<i>Descriptive:</i> Manage the HR Front Desk during operating hours. Greet and assist visitors who come to the HR office, answer the telephone, respond to or forward voicemails, respond to emails and faxes. Receive and sort HR mail and maintain the HR Mailboxes.		
2.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Process Aurora Invoices (HRO)	% of Time: 10%
	<i>Descriptive:</i> Process the Aurora invoices and payments. Receive all incoming Aurora invoices, complete the Aurora Billing Spreadsheet, create a check request, submit the check request for approval, and send the approved file to Accounts Payable for on-time payment.		
3.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Job Announcement Distribution (TA)	% of Time: 10%
	<i>Descriptive:</i> Assist the Talent Acquisition team ensuring all job postings are displaying on the website where they should be and post positions and links on all required social media sites.		
4.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Job Questions for Scoring in Dayforce	% of Time: 10%
	<i>Descriptive:</i> Use the rating system for each new posting to create job questions used by the TA team to determine a candidate's qualifications to be added to the certified list.		
5.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Administrative Support (L&D)	% of Time: 10%
	<i>Descriptive:</i> Provide administrative assistance to the Learning & Development team by printing and collating necessary training materials and managing the office supply needs of the department.		
6.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Partner with Training Coordinator (L&D)	% of Time: 5%
	<i>Descriptive:</i> Partner with the Training Coordinator to review all relevant data sources each quarter needed for creating reports. Add the annual demographic information to the LEX/MDP Dashboard.		
7.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Coordinate the I-9 Process (HRO)	% of Time: 5%
	<i>Descriptive:</i> Send I-9 information to incoming employees prior to their start date. Complete Section 2 of the I-9 for all employees who visit the HR Office in-person. Track open, completed, and non-compliant I-9s and follow up with HR Managers who are assigned to non-compliant I-9s.		
8.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Locate and Scan Records in the File Storage Room (HRO)	% of Time: 5%
	<i>Descriptive:</i> Assist the Records Coordinator with locating and scanning employee records from the Records Storage Room at the Milwaukee County Courthouse to efficiently fulfill Open Records Requests.		
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)	N/A	N/A	N/A	N/A
2. Hand Tools/Instruments: (i.e. Power Tools, PC's, office or laboratory equipment, weapons, etc.)	X			PC, Copier, Printer, Telephone, Fax
3. Driving required?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			

**G. JOB COMPETENCIES**

<b>Internal Contacts:</b> Please select all that apply.	
<input checked="" 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 checked="" type="checkbox"/>	Contact that requires a high degree of authority in securing understanding and cooperation of multiple departments or interests.

<b>External Contacts:</b> 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.

<b>Communication Skills:</b> 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 checked="" type="checkbox"/>	Read, write and comprehend simple instructions, short correspondence and memos.
<input checked="" 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 type="checkbox"/>	Read, analyze, and interpret scientific and technical journals, financial reports and legal documents.
<input type="checkbox"/>	Prepare and/or present written communications that pertain to controversial and complex topics.

<b>Decision-Making:</b> Please select <u>only one</u> of the following:	
<input checked="" 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 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.

<b>Complexity, Judgment and Problem Solving:</b> 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 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 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.

<b>Supervisory/Managerial:</b> If applicable, select the appropriate level of responsibility.	
<input type="checkbox"/>	<b>Level 1</b> 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"/>	<b>Level 2</b> Recommends personnel actions (hiring, termination, pay changes). Involves scheduling, supervision, and evaluation of work of employees who perform similar work assignments.
<input type="checkbox"/>	<b>Level 3</b> 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"/>	<b>Level 4</b> Scheduling, supervision, and evaluation of work as a superior of "managers". Administers through subordinate managers, departmental multi-function programs or operations.
<input type="checkbox"/>	<b>Level 5</b> Scheduling, supervision, and evaluation of work as a superior of those in level 4.

<b>List the names of the Department(s)/Division(s) supervised/managed by this job:</b>	
<ul style="list-style-type: none"> <li>HR Operations</li> </ul>	

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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<b>Fiscal Responsibility:</b>		
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.

<b>PHYSICAL DEMANDS</b>	<b>N/A</b>	<b>Seldom (&lt;25%)</b>	<b>Occasional (25% - 50%)</b>	<b>Frequent (50% - 75%)</b>	<b>Always (&gt;75%)</b>
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 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Dexterity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 10 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling 10 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>NON-PHYSICAL DEMANDS</b>	<b>N/A</b>	<b>Seldom (&lt;25%)</b>	<b>Occasional (25% - 50%)</b>	<b>Frequent (50% - 75%)</b>	<b>Always (&gt;75%)</b>
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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>ENVIRONMENTAL DEMANDS</b>	<b>N/A</b>	<b>Seldom (&lt;25%)</b>	<b>Occasional (25% - 50%)</b>	<b>Frequent (50% - 75%)</b>	<b>Always (&gt;75%)</b>
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 type="checkbox"/>	<input checked="" type="checkbox"/>
Tedious/Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High Volume Public Contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loud Noises	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger	<input checked="" type="checkbox"/>	<input 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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.)

<b>DEMANDS/DEADLINES:</b> Please select all that apply.	
<input type="checkbox"/>	Little or no stress created by work, employees, or public.
<input checked="" 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 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**

<b>EDUCATION</b>		
Please indicate the MINIMUM educational level required:		
<input checked="" type="checkbox"/>	HS Diploma/GED	
<input type="checkbox"/>	Associate's Degree	Area of specialization/major:
<input 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:

<b>WORK EXPERIENCE</b>		
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: Office administration, Human Resources support
<input type="checkbox"/>	Three to five years	Area(s) of experience:
<input type="checkbox"/>	Five or more years	Area(s) of experience:

<b>SUPERVISORY/MANAGEMENT EXPERIENCE</b>		
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:

<b>LICENSE/CERTIFICATION:</b>
What license(s), certification/certificate(s), registration(s), or other regulatory requirements/training:
Membership and certification with SHRM or HRCI preferred but not required

**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"> <li>This position requires solid analytical, problem-solving, and organizational skills. There are a lot of moving pieces and this position supports all departments and positions in Milwaukee County. Priority of tasks frequently changes - employee must be flexible and willing to shift priorities when needed.</li> </ul>	

**K. SIGNATURES:**

<b>SUPERVISOR'S/MANAGER'S CONFIRMATION:</b> I have completed and/or reviewed the contents of this job evaluation questionnaire and consent to its accuracy.	
Supervisor/Manager Signature: <i>Scott Thomas Pate</i>	Date: 9/26/2023
Department/Division Head Signature:	Date:

Email the completed form to: [HRCompensation@milwcnty.com](mailto: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: