



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

Form with fields: Department (High Org): 9500, Division (Low Org): 9551, Contact for this Study (Name: Amos Morris, Title: Executive Zoo Director, Email: Amos.Morris@milwaukeecountywi.gov, Phone: 414-256-5402), Current Job Title: Senior Executive Assistant, Current Job Code, Health Screen Level, Background Check Level, Job Reports To: Title: Executive Zoo Director, Request Type: [X] Establish New, [] Review, [] Reclassification, [] Reallocation, [] Update Description, [] Other, Specify

B. JUSTIFICATION STATEMENT

1. Attach an organizational chart.
2. Explain the events or changes that made this request necessary.
The Zoo's Executive Assistant is retiring on May 13. The Zoo is looking to abolish an Executive Assistant position and replace it with a Senior Executive Assistant.

C. ABOUT THE JOB

Job Status: [X] Regular Full-Time, [] Regular Part-Time, [] Seasonal, [] Contract
Shift: [X] Day, [] Evening, [] Night, [] Other:
Hours Per Week: [] >40 Hours, [X] 32-40 Hours, [] 20-32 Hours, [] <20 Hours
Travel: [] Yes, [X] No
Will This Job Supervise/Manage? [] Supervise, [] Manage # of Direct Reports: [X] N/A
Fiscal Responsibility: Responsible for annual operating budget for department(s)/division(s)? [] Yes, [X] No

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.
The Senior Executive Assistant is a highly skilled and proactive professional responsible for providing comprehensive administrative support to the Executive Zoo Director and other senior leadership members. This role demands a combination of organizational expertise, communication proficiency, and the ability to manage a dynamic range of tasks and responsibilities in a fast-paced, mission-driven environment. This position serves as the primary liaison between the Executive Zoo Director and internal/external stakeholders, ensuring smooth operations and timely execution of the Zoo's strategic initiatives.

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 someone not familiar with this kind of work can understand it. Weight the approximate percentage of allocated work time for each functional work activity (Round to the nearest **10%**). 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 type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Calendar and Schedule Management	% of Time:
	<i>Descriptive:</i> Manage and maintain the Executive Zoo Director’s calendar, ensuring efficient prioritization of daily activities and timely completion of key tasks. Coordinate and schedule meetings, appointments, and events, including department-level gatherings such as leadership, all-staff meetings and participate as needed. Prepare and distribute meeting materials and send timely reminders. Arrange all aspects of travel, including booking flights, accommodations, and ground transportation, while monitoring and reconciling travel expenses against budget allocations.		
2.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Communication Management	% of Time:
	<i>Descriptive:</i> Act as the primary point of contact for internal and external stakeholders on behalf of the Executive Zoo Director, ensuring timely, clear, and professional communication. Screen, prioritize, and direct phone calls and emails, responding to inquiries with discretion, courtesy, and efficiency. Draft, edit, and format a variety of communications, including correspondence, reports, and presentations. Prepare meeting agendas and minutes, and track follow-up on action items to ensure deadlines and deliverables are met. Provide administrative support for board and committee communications by reviewing and entering reports into Legistar, distributing materials on schedule, and preparing comprehensive board packets for legislative cycles. Assist in coordinating and monitoring responses to committee referral requests, while maintaining a high level of confidentiality and professionalism in all interactions.		
3.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Document and File Management	% of Time:
	<i>Descriptive:</i> Maintain organized and up-to-date filing systems—both physical and digital—in compliance with County retention policies and regulations. Ensure the confidentiality and secure handling of sensitive information. Prepare reports, memos, and presentations to support meetings, projects, and decision-making processes.		
4.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Project Management Support	% of Time:
	<i>Descriptive:</i> Provide comprehensive support for project management by tracking deadlines, coordinating with cross-functional teams, and preparing necessary materials to keep projects on schedule. Assist the Executive Zoo Director in staying informed of key milestones and ensure timely access to critical information for decision-making. Contribute to the development and monitoring of the Zoo’s performance management metrics, including the administrative tracking of the Executive Zoo Director’s strategic plan initiatives to ensure timely and efficient project completion. Participate in community outreach efforts and serve on special project teams as needed. Develop, maintain, and monitor the department’s action and assignment log, collaborating with Zoo management to gather updates and ensure timely closure of items in alignment with Zoo policies and procedures.		
5.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Finance and Budget Assistance	% of Time:
	<i>Descriptive:</i> Assist with budget monitoring, invoice processing and procurement activities for the Executive Zoo Director’s Office, ensuring compliance with established financial procedures. Oversee and reconcile the Executive Zoo Director’s credit card usage, maintaining accurate records and supporting documentation.		
6.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Event Planning and Coordination	% of Time:
	<i>Descriptive:</i> Plan and execute company events, conferences, and executive engagements with attention to detail and professionalism. Coordinate all event logistics, including venue arrangements, guest lists, schedules, and follow-up communications. Organize and manage VIP tours, ensuring a seamless and positive experience for high-profile guests.		
7.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Administrative Manual; Operating Procedures (AMOP) & Accreditation Standards	% of Time:
	<i>Descriptive:</i> Monitor and coordinate the Zoo’s response to the Department of Administrative Services AMOP changes to ensure the department’s voice is heard. Facilitate the Zoo’s compliance with the Association of Zoos and Aquariums standards and re-accreditation application.		
8.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Miscellaneous Duties	% of Time:

	<i>Descriptive:</i> Demonstrate a proactive approach by anticipating the needs of the Executive and addressing potential issues before they arise. Provide flexible and reliable support for additional tasks and responsibilities as assigned, ensuring smooth and efficient operations.		
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, PERSONAL COMPUTERS, SOFTWARE

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		Golf Cart
2. Hand Tools/Instruments: (i.e. Power Tools, Equipment, Weapons, etc.)		x			Computer and general office equipment
3. Driving required?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	List License Types: (Required)	Wisconsin Driver's License		
		List License Types: (Preferred)			
4. Personal vehicle required?		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
5. Please list all <u>Technology, Systems and Software Knowledge</u> required to perform the job:					
Basic	Intermediate	Advanced			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Knowledge of all related computer and software applications, such as word processing and spreadsheets.		
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Other: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other office management software		
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Other: Payroll and purchasing software (Dayforce & INFOR a plus)		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other:		

G. JOB COMPETENCIES

Internal/External Contacts: Please select all that apply.	
<input checked="" type="checkbox"/>	Exchange of basic information with internal and/or external contacts.
<input checked="" type="checkbox"/>	Maintain sensitive or confidential information.
<input checked="" type="checkbox"/>	Explain and gather information, answer queries, or provide assistance to internal and/or external contacts.
<input checked="" type="checkbox"/>	Persuade, conform or recommend course of action with internal and/or external contacts.
<input type="checkbox"/>	Perform with a high degree of authority in securing understanding and cooperation with internal and/or external contacts.
<input type="checkbox"/>	Maintain a continuing working relationship 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.	
<input checked="" type="checkbox"/>	Read, write and comprehend simple instructions, reports, short correspondence and memos.
<input checked="" type="checkbox"/>	Speak effectively before both internal and/or external groups.
<input checked="" type="checkbox"/>	Read, analyze, and interpret safety rules, operating/maintenance instructions and procedure manuals, scientific/technical journals and procedures, government regulations, financial and legal documents.
<input type="checkbox"/>	Prepare and/or present written communications that pertain to controversial and complex topics.

Decision-Making: Please select <u>only one</u> of the following:	
<input type="checkbox"/>	Makes minimal decision-making responsibility.
<input checked="" type="checkbox"/>	Makes decisions of responsibility involving evaluation of information; decisions may require development or application of alternatives or precedents.

<input type="checkbox"/>	Makes decisions of responsibility and final results that affect 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"/>	Makes decisions of responsibility and final recommendations, which may result in the formulation of strategic plans of action to achieve the broad objectives for the organization; involves long-range future planning including scope, direction and goals.

Complexity, Judgment and Problem Solving: Please select all that apply.	
<input checked="" type="checkbox"/>	Understand and follow instructions.
<input checked="" type="checkbox"/>	Execute decisions within limits of standard policy and procedures.
<input checked="" type="checkbox"/>	Interpret and adapt to established practices and procedures using independent judgment to meet situations to which applications are not clearly defined.
<input checked="" type="checkbox"/>	Perform within difficult or complex working conditions or situations not easily evaluated; decisions require considerable judgment, initiative and ingenuity in areas there is little precedent.
<input type="checkbox"/>	Act independently in the formulation and administration of policies and programs for major departments or functions.

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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Walking/Running	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input 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"/>		
Writing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>		
Lifting/Carrying (lbs.)	<input type="checkbox"/> up to 05	<input type="checkbox"/> up to 10	<input type="checkbox"/> up to 15	<input checked="" type="checkbox"/> up to 20	<input type="checkbox"/> up to 25	<input type="checkbox"/> up to 30	<input type="checkbox"/> up to <input type="text"/>
Pushing/Pulling (lbs.)	<input type="checkbox"/> up to 05	<input type="checkbox"/> up to 10	<input type="checkbox"/> up to 15	<input checked="" type="checkbox"/> up to 20	<input type="checkbox"/> up to 25	<input type="checkbox"/> up to 30	<input type="checkbox"/> up to <input type="text"/>

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 checked="" 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"/>
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 Independently	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dust	<input checked="" type="checkbox"/>	<input 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 shifts 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; nature of work frequently requires irregular, unpredictable or particularly long hours.

DEMANDS/DEADLINES: Please select all that apply.	
<input type="checkbox"/>	Little or no stress created by work, employees or public.
<input type="checkbox"/>	Intermittent or cyclical work pressures with occasional exposure to high stress work environments.
<input checked="" type="checkbox"/>	High volume and variable work demands and deadlines that impose strain on a routine basis; frequent direct contact with individuals or exposure to highly stressful situation, demands or pressures.

I. EDUCATION, LICENSE, AND EXPERIENCE

EDUCATION	
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 checked="" type="checkbox"/> Other:	Please indicate: Associate's or Bachelor's Degree in Business, Communications, Public Administration or related field preferred

LICENSE/CERTIFICATION: (Please complete Section F on Page 3 for Driving Requirements/License(s))
What license(s), certification/certificate(s), registration(s), or other regulatory requirements/training:

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 type="checkbox"/> One to two years	Area(s) of experience:
<input type="checkbox"/> Two to five years	Area(s) of experience:
<input checked="" type="checkbox"/> Five or more years	Area(s) of experience: Executive Assistant or senior administrative support role, preferably in a non-profit, government or large organizational setting

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:

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. Recommends personnel actions (hiring, termination, pay changes, etc.) but does not independently conduct.
<input type="checkbox"/>	Level 2 Scheduling, supervision, and evaluation of work of employees who perform similar work assignments. Conducts all aspects of personnel actions (hiring, termination, pay changes, etc.).
<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. Oversees and conducts all aspects of personnel actions (hiring, termination, pay changes, etc.). Are there subordinate supervisors reporting to this job? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, how many?
<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. Oversees and conducts all aspects of personnel actions (hiring, termination, pay changes, etc.). Are there subordinate supervisors/managers reporting to this job? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, how many?
<input type="checkbox"/>	Level 5 Scheduling, supervision, and evaluation of work as a superior of those in level 4. Are there subordinate supervisors/managers reporting to this job? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, how many?
List the names of the Positions and/or Department(s)/Division(s) supervised/managed by this job:	
•	

J. ADDITIONAL COMMENTS

Please list additional items not covered in this questionnaire that would be helpful to the <u>Compensation Department</u> in understanding this job.
•

Please provide additional information and/or language so that <u>Employment & Staffing</u> can include it in the job announcement (Providing that the Compensation Department has approved).
<ul style="list-style-type: none"> • Exceptional written and verbal communication skills • Strong attention to detail and a high level of confidentiality and professionalism • Highly adaptable, proactive and solution-oriented

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:

Email the completed form to: hrcompensation@milwaukeecountywi.gov. Please ensure the subject line includes the Department High Org., and (if applicable) Low Org. number, Request Type (i.e. JEQ Request, JEQ Study,) (i.e. 1140/1140 JEQ Request)