



**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):	MULTIPLE DIVISIONS	Division (Low Org):	2000		
Contact for this Study	Name: Brenda Ottesen	Email: BRENDA.OTTESEN@WICOURTS.GOV			
	Title: Administrator - Employee Relat	Phone: (414)278-4354			
Current Job Title:	Deputy Court Clerk				
Job Reports To:	Title: Deputy Division Manager				
Request Type:	☐ 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.
It has become increasingly challenging to recruit for this critical position. The qualifications have been reviewed to meet market demands and operational need.

C. ABOUT THE JOB:

Job Status:	☒ Regular Full-Time	☐ Regular Part-Time	☐ Seasonal	☐ Contract
Shift:	☒ Day	☐ Evening	☐ Night	☒ Other: on-call
Hours Per Week:	☐ >40 Hours	☒ 32-40 Hours	☐ 20-32 Hours	☐ <20 Hours
Travel:	☐ Yes ☒ No If Yes, % Travel			
Will This Job Supervise/Manage?	☐ Supervise ☐ Manage ☒ N/A			# of Direct Reports:

D. JOB SUMMARY:

Briefly state, in several sentences, the principle purpose or function of the job. Respond by describing <i>What</i> the job is, <i>What</i> its major objective is, and <i>Why</i> does it exist.
Under the general direction of the division administrator to manage a courtroom and accurately maintain the court record pursuant to Wis. Stats. 59.40. This job assists and provides a range of legal and administrative support to all divisions.

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.	☒ Original ☐ New	Job Duty: Courtroom Management/Administrative Support	% of Time: 40
<i>Descriptive:</i> Makes summary entries of all documents and proceedings, maintains courts calendars, requests juries, examines papers admitted for signature for filing to ensure they are properly prepared; receives, maintains and inventories exhibits;			
2.	☒ Original ☐ New	Job Duty: Case Management	% of Time: 40
<i>Descriptive:</i> Prepares and maintains court calendars, monitors time frame of cases in accordance with state statutes, arranges for attendance of required parties in court cases; prepare or issue subpoenas, bench warrants, body attachments, orders and petitions			
3.	☒ Original ☐ New	Job Duty: Customer Service/Coordinating Courtroom Activities	% of Time: 10
<i>Descriptive:</i> Responsible for notifying participants of court dates, appointing experts, providing information concerning court proceedings, rules, practices and procedures; notarizes documents; ensures court is aware of all pertinent information regarding documents filed			
4.	☒ Original ☐ New	Job Duty: Training	% of Time: 10
<i>Descriptive:</i> Assist in the training of other deputy court clerks			
5.	☐ Original ☐ New	Job Duty:	% of Time:
<i>Descriptive:</i>			
6.	☐ Original ☐ New	Job Duty:	% of Time:
<i>Descriptive:</i>			
7.	☐ Original ☐ New	Job Duty:	% of Time:
<i>Descriptive:</i>			
8.	☐ Original ☐ New	Job Duty:	% of Time:
<i>Descriptive:</i>			
9.	☐ Original ☐ New	Job Duty:	% of Time:
<i>Descriptive:</i>			
10.	☐ Original ☐ 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)				
2. Hand Tools/Instruments: (I.e. Power Tools, PC's, office or laboratory equipment, weapons, etc.)	x			Video, Computer, teleconference, digital recording equipment, telephone
3. Driving required?	☐ Yes ☒ 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 <u>only one</u> 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.	
☐	Work of a relatively routine nature. Requires the ability to understand and follow instructions.
☐	Structured work, following a limited variety of standard practices.
☐	Generally structured work, but involving a choice of action within limits of standard policy and procedures.
☒	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.
☐	Typically difficult or complex work. Generally governed by broad instructions and objectives usually involving frequently changing conditions and problems.
☐	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.
☐	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.	
☐	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.
☐	Level 2 Recommends personnel actions (hiring, termination, pay changes). Involves scheduling, supervision, and evaluation of work of employees who perform similar work assignments.
☐	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.
☐	Level 4 Scheduling, supervision, and evaluation of work as a superior of "managers". Administers through subordinate managers, departmental multi-function programs or operations.
☐	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:	
Are there subordinate supervisors/managers reporting to this job? ☐ Yes ☒ No If yes, how many?	
Fiscal Responsibility:	
Responsible for annual operating budget for department(s)/division(s)? ☐ Yes ☒ No If yes, please provide total amount?	

- Go To Next Page -

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		☐	☐	☐	☒	☐
Walking/Running		☐	☐	☐	☒	☐
Sitting		☐	☐	☐	☒	☐
Reaching		☐	☐	☐	☒	☐
Climbing		☐	☐	☒	☐	☐
Driving		☐	☒	☐	☐	☐
Bending/Kneeling		☐	☐	☒	☐	☐
Hearing		☐	☐	☐	☐	☒
Talking		☐	☐	☐	☐	☒
Visual		☐	☐	☐	☐	☒
Typing		☐	☐	☐	☐	☒
Fine Dexterity		☐	☐	☐	☐	☒
Manual Dexterity		☐	☐	☐	☐	☒
Upper Extremity Repetitive Motion		☐	☐	☐	☐	☒
Lifting/Carrying	25 lbs.	☐	☐	☐	☒	☐
Pushing/Pulling	25 lbs.	☐	☐	☐	☒	☐
NON-PHYSICAL DEMANDS		N/A	Seldom (<25%)	Occasional (25% - 50%)	Frequent (50% - 75%)	Always (>75%)
Analysis/Reasoning		☐	☐	☐	☒	☐
Communication/Interpretation		☐	☐	☐	☐	☒
Math/Mental Computation		☐	☐	☒	☐	☐
Reading		☐	☐	☐	☐	☒
Sustained Mental Activity (i.e. auditing, problem solving, grant writing, composing reports)		☐	☐	☐	☐	☒
Writing		☐	☐	☐	☒	☐
Other:		☐	☐	☐	☐	☐
ENVIRONMENTAL DEMANDS		N/A	Seldom (<25%)	Occasional (25% - 50%)	Frequent (50% - 75%)	Always (>75%)
Work Alone		☐	☐	☐	☒	☐
Frequent Task Changes		☐	☐	☐	☒	☐
Tedious/Exacting Work		☐	☐	☐	☒	☐
High Volume Public Contact		☐	☐	☐	☒	☐
Dust		☐	☒	☐	☐	☐
Temperature Extremes		☐	☒	☐	☐	☐
Loud Noises		☐	☐	☒	☐	☐
Physical Danger		☐	☐	☒	☐	☐
Toxic Substances (i.e. solvents, pesticides, etc.)		☐	☐	☐	☐	☐
Other:		☐	☐	☐	☐	☐
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.	
☐	Little or no stress created by work, employees, or public.
☐	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.
☒	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.
☒	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:	
☒ HS Diploma/GED	
☒ Associate's Degree	Area of specialization/major:
☒ Bachelor's Degree	Area of specialization/major:
☐ Graduate Degree	Area of specialization/major:
☐ Post Graduate Degree (PhD)	Area of specialization/major:
☐ Professional Degree (Law, Medicine, etc.)	Area of specialization/major:
☐ Other:	Please indicate:

WORK EXPERIENCE	
Please indicate the MINIMUM number of years of practical experience required.	
☐ No experience	
☐ Less than one year	Area(s) of experience:
☒ One to three years	Area(s) of experience: 2 years of Clerical/Administrative/Office Professional
☐ Three to five years	Area(s) of experience:
☐ Five or more years	Area(s) of experience:

SUPERVISORY/MANAGEMENT EXPERIENCE	
Please indicate the MINIMUM number of years of supervisory/management experience required.	
☒ No experience	
☐ Less than one year	Area(s) of experience:
☐ One to three years	Area(s) of experience:
☐ Three to five years	Area(s) of experience:
☐ 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.
• Occasional weekend rotation in certain divisions • Ability to work with professionals and judiciary required • Knowledge of court rules, procedures and practices - as well as legal terminology and legal documents essential • Equivalent = bachelors or associates degree OR HS and 2 years clerical/administrative/professional office experience. • Legal experience and bilingual will be given preference.

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@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: