



Department of Human Resources

INTER-OFFICE COMMUNICATION

Date: April 19, 2024
To: Marcelia Nicholson, Chairwoman, Milwaukee County Board of Supervisors
From: Margo Franklin, Chief Human Resources Officer, Department of Human Resources
Genaro Baez, HR Operations Director
Subject: From the Chief Human Resources Officer, Department of Human Resources, requesting approval to create 1.0 FTE HR Office Support - Pay Range NR16
File Type: Action Report

REQUEST

A report from the Chief Human Resources Officer and HR Operations Director, Department of Human Resources, respectively requesting approval to create 1.0 FTE HR Office Support- Pay Range NR16.

POLICY

Table with 2 columns: Policy Name, Reference. Rows include Wisconsin State Statutes (Wis Stats 59.17), Milwaukee County Code of General Ordinances (MCGO 17.05(1)), and Specific Adopted Budget (2024 Adopted Budget).

BACKGROUND

The Department of Human Resources (DHR) is looking to create one additional HR Office Support position.

HR Office Support provides administrative support to the three teams of HR Operations, Learning & Development and Talent Acquisition as well as managing the Front Desk in the HR office suite.

The HR Office Support role will be an asset to the teams by providing clerical support. In addition, this role will also maintain the efficient operation of the HR Front Desk where employees, retirees, and members of the public come seeking assistance and information.

We are requesting to create an HR Office Support position for the following reasons:

- to ensure DHR can address incoming employee and public requests in a timely manner;
to eliminate the use of front-line staff from multiple DHR divisions now tasked with rotational coverage in this role;
to increase efficiency of operations for Learning & Development (L&D), HR Operations (HRO) and Talent Acquisition (TA) by consolidating dedicated administrative coverage in this role; and
to expand capacity across DHR by freeing up staff to focus on their service areas.

ALIGNMENT TO STRATEGIC PLAN

Describe how the item aligns to the objectives in the strategic plan:

3B: Enhance the County's fiscal health and sustainability
Creating an HR Office Support FTE to replace rotational coverage by multiple DHR divisions. The creation of the role will allow for both enhanced capacity of DHR divisions to provide more comprehensive services, and needed support to TA, L&D & HRO to keep pace with increasing volume of work.

FISCAL EFFECT

The new HR Office Support FTE is expected to be filled as of pay period 13 (June 9, 2024) for an increase in personnel costs of approximately \$27,230 including social security, for the current year.

POSITION INFORMATION

Action	Title	Pay Range	Annual Salary Range (without SS)
Create	HR Office Support	NR16	\$18.39 to \$27.58 per hour

VIRTUAL MEETING INVITES

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PREPARED BY:

Genaro Baez, HR Operations Director

APPROVED BY:

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

ATTACHMENTS:

Resolution

Fiscal Note

DHR Report

Job Evaluation Questionnaire (JEQ)

OSBP Report (Office of Strategy, Budget and Performance)

cc: Kelly Bablitch, Chief of Staff, Milwaukee County Board of Supervisors
 Janelle M. Jensen, Legislative Services Division Manager, Office of the County Clerk
 Mary Jo Meyers, Chief of Staff, Milwaukee County Executive's Office
 Joe Lamers, Director - Strategy, Performance & Budget
 Steve Cady, Research & Policy Director, Office of the Comptroller
 Allyson Smith, Committee Coordinator, Office of the County Clerk
 Tracy Castillo, Associate Accountant, Central Business Office
 Amy McKinney, CBO Finance Manager, Central Business Office
 Josh Scott, Budget and Management Analyst, Strategy, Performance & Budget