

**JOB EVALUATION REPORT**

City Service Commission Meeting Date: January 10, 2012  
 Department: Neighborhood Services

In conjunction with reorganization in the Department of Neighborhood Services, this report recommends a number of changes in job classifications and rates of pay to assist the Department of Neighborhood Services in creating a more flexible, responsive, and knowledgeable workforce.

Major features of this reorganization include: aligning work assignment of code enforcement inspectors to Police Districts; creating a new job classification of Residential Code Enforcement inspector combining the job of Nuisance Control Officer with Code Enforcement inspector I/II; reclassification of two vacant Code Enforcement Inspector positions to first-line supervisors; the creation of new career ladders and related skill-based compensation systems for code enforcement inspectors; and the reclassification of a Nuisance Control Supervisor to Building Codes Enforcement Supervisor.

The following table indicates current and new job classifications and associated pay ranges.

	Title	PR*								
Old	Code Enforcement Inspector I	530 3G	41,495	42,660	43,909	45,210	46,975			
	Code Enforcement Inspector II	541 3J	43,909	45,210	46,607	48,133	52,069	52,564	53,058	53,554
	Nuisance Control Officer I	500 3B	35,363	36,170	36,902	37,727	38,963	39,875	40,836	
	Nuisance Control Officer II	516 3E	38,595	39,507	40,469	41,495	42,660	43,837		
New	Residential Code Enforcement Inspector	3L	41,495	43,908	48,133	52,068	56,006	57,645		
Old	Code Enforcement Inspector I	530 3G	41,495	42,660	43,909	45,210	46,975			
	Code Enforcement Inspector II	541 3J	43,909	45,210	46,607	48,133	52,069	52,564	53,058	53,554
New	Commercial Code Enforcement Inspector	3L	41,495	43,908	48,133	52,068	56,006	57,645		
Old	Special Enforcement Inspector	572 2DN	48,133	49,779	51,455	52,960	57,075	57,646	58,216	58,788
New	Special Code Enforcement Inspector	2DN	48,133	49,779	51,455	52,960	57,075	57,646	58,216	58,788
New	Special Enforcement Inspector	2EN	51,455	55,010	56,927	58,671	60,432			
Old	Environmental Hygienist	555 2DN	48,133	49,779	51,455	52,960	54,958			
New	Environmental Risk Officer	2EN	48,133	52,068	54,958	56,006	57,645	60,432		
Old	Nuisance Control Supervisor	06 1C	50,206	70,295						
New	Building Codes Enforcement Supervisor	07 1D	53,519	74,922						
Old	Code Enforcement Inspector II (2 vacant)	541 3J	43,909	45,210	46,607	48,133	52,069	52,564	53,058	53,554
New	Building Codes Enforcement Supervisor (2 vacant)	07 1D	53,519	74,922						

\*Pay Ranges for both 2011 and 2012 Pay Period 2 ranges are reflected.

## **Action Required – See attached sheet**

### **Background**

In September and November of this year, the Commissioner of Building Inspection (Neighborhood Services), Art Dahlberg, submitted information to the Department of Employee Relations regarding a number of proposed changes in the Department of Neighborhood Services. The major aspects of those proposed changes are as follows.

- Assigning residential code enforcement inspectors and nuisance control officers to geographical areas consistent with Police Districts
- Combining the duties and responsibilities of Nuisance Control Officers I/II and residential Code Enforcement Inspectors I/II into one job
- Creating two additional first-line supervisors in residential code enforcement/nuisance control from two vacant positions of Code Enforcement Inspector II
- Creating new career ladders for all code enforcement inspectors (some 85 employees) in commercial code enforcement, residential code enforcement, nuisance code enforcement, and environmental hygiene
- Creating new skill-based pay systems for all code enforcement inspectors tying pay step advancement to the attainment of specified skills, job performance, and demonstration of competencies
- Reclassifying one currently existing Nuisance Control Supervisor to Building Codes Enforcement Supervisor
- Incorporating two new positions created by the Common Council in July of this year
- Centralizing all aspects of community outreach, public relations, the antigraffiti program, and staff training and development into a new Outreach and Staff Development Section
- Adding a new Special Enforcement Supervisor in the Special Enforcement Section and requesting an upgrade of the Special Enforcement Manager of that Section.

Due to the complexity of these proposals, reports regarding these changes will be submitted to your Commission in a number of reports. The first part, which is the subject of this report, addresses the following items:

1. The creation of a new job classification that combines the duties and responsibilities of current Nuisance Control Officers and Residential Code Enforcement Inspectors
2. The creation of four new career ladders for code enforcement employees in the following areas: environmental hygiene, residential code enforcement, commercial code enforcement, and special code enforcement
3. The establishment of a new skill-based system for code inspectors that also includes the competencies of customer service and communication that are critical for successful job performance

4. Reclassification of two vacant Code Enforcement Inspector II positions to first-line supervisors in the reorganized residential code enforcement section.
5. Reclassification of a Nuisance Control Supervisor to Building Codes Enforcement Supervisor

### **Development of Proposed Career Ladders and Pay Systems**

The Department of Neighborhood Services began developing its proposals for new career ladders and associated pay steps during AIM meetings with the Mayor and his cabinet that included all the major aspects of the new system, including a new proactive approach to code enforcement, the alignment of enforcement inspectors with Police Districts, and new career ladders associated with pay steps for code enforcement employees.

These ideas were then refined during group meetings with employees and held discussions with Maria Monteagudo, Employee Relations Director, who drew up the pay structures for the new career ladders. Andrea Knickerbocker, Human Resources Manager of the Compensation Services Division, was also consulted. The Department then sent written communications to the Department of Employee Relations during September and November.

In preparation for combining the work of Nuisance Control Officers with residential Code Enforcement Inspectors, the Department has been cross training affected employees, holding training sessions for first-line supervisors, and conducting formal and informal training sessions for employees that will enable them attain the certifications required to perform the new expanded job in residential code enforcement and also advance in pay in the new system.

<b>Current:</b>	<b>Nuisance Control Officer I</b>	<b>PR 3B</b>
	<b>Nuisance Control Officer II</b>	<b>PR 3E</b>
	<b>Code Enforcement Inspector I (Residential)</b>	<b>PR 3G</b>
	<b>Code Enforcement Inspector II (Residential)</b>	<b>PR 3J</b>
<b>Recommended:</b>	<b>Residential Code Enforcement Inspector</b>	<b>PR 3L</b>

The Department of Neighborhood Services currently employs some 17 Nuisance Control Officers and 22 Code Enforcement Inspectors I/II who inspect residential buildings and enforce residential building codes. Nuisance Control Officers investigate and enforce residential and commercial codes regarding garbage and rubbish, nuisance vehicles, illegally parked vehicles, pest infestations, and nuisance animals. They also enforce rabies and pest control codes and testify in court as required. In June of 2010, the minimum requirements for this job were an associate's degree in environmental health or related area or 60 college credits with a major emphasis in environmental health or related area. Employees were eligible for promotion after two years of successful job experience and certification from the State of Wisconsin as a Certified Rabies Observer.

Code Enforcement Inspectors in the residential section inspect all residential properties, including one and two-family homes, condominiums, and apartments. They enforce the Milwaukee Code of Ordinances on these properties as well as local, state and national fire codes on apartments. These employees respond to complaints, make annual fire inspections of apartment buildings, and provide support for neighborhood organizations. Duties and responsibilities of this group includes responding to complaints of building code violations, properly identifying and documenting building code violations, issuing orders for corrections, inspecting for compliance with orders and, when necessary, appearing in court as a witness to

the violations. The minimum requirements for a Code Enforcement Inspector I, as the position is currently defined, is an associate's degree or at least 60 college credits or a minimum of two years of experience in the building trades above the level of construction/laborer performing the duties related to the position or three years in code enforcement at or above the level of Nuisance Control Officer II.

An urgent need to proactively address residential building code violations and nuisances has driven the reassignment of residential Code Enforcement Inspectors and Nuisance Control Officers to Police Districts and the proposal to combine the jobs of Nuisance Control Officer and residential Code Enforcement Inspector. Ultimately, all employees in each of job classes will perform all duties and responsibilities associated with both residential code enforcement and nuisance abatement.

The move to a more proactive enforcement strategy has also created a need for a greater number of inspectors and a demand for inspectors who possess a greater depth of knowledge than presently exist in the workforce. Combining these two jobs will significantly broaden the duties and responsibilities of Nuisance Control Officers and also expand the duties of Code Enforcement Inspectors. Creating one job classification will enable the Department to provide greater numbers of code enforcement inspectors in the field and also create a more flexible workforce possessing a greater depth of knowledge in all aspects of building code enforcement and nuisance abatement.

The minimum requirements for entrance into the new job, as reflected in the job description submitted by the Department, are a bachelor's degree in a relevant area; or an associate's degree in architecture, real estate, fire safety, environmental health, law enforcement, building trade and two years of successful work experience in one of those fields; or successful completion of the Department's Code Enforcement Intern Program. These requirements are higher than those for the current job classification of Code Enforcement Inspector I.

The manner in which employees will transition to this new system differs significantly from the usual pay administration procedures associated with a reclassification. It is recommended that employees be placed in the new career ladder/pay system ladder at a rate of pay that corresponds with performance expectations and the certifications they currently hold. The new career ladder attached to this report as Appendix A provides detailed information on the certifications and job performance requirements required to each pay step in the new career ladder/pay system.

An employee who has not yet attained the certifications or job performance requirements for a specified pay step in the new system will retain his or her present job title and current rate of pay until such time as he or she meets the requirements for a higher pay step in the new career ladder/pay system. This means that, for a time, the new classification of Residential Code Enforcement Inspector will be in effect as well as the "old" job classifications of Nuisance Control Officer I/II and Code Enforcement Inspector I/II.

### **Skill-Based Pay**

The type of career ladder and pay system that is being proposed may be characterized as a skill-based pay system which is defined as "a compensation system that rewards employees with additional pay in exchange for formal certification of the employee's mastery of skills, knowledge and/or competencies. *Skill* is acquired and observable expertise in performing tasks. *Knowledge* is acquired information used in performing tasks. *Competencies* are more

general skills or traits needed to perform tasks, often in multiple jobs or roles.” (*Skill-Based Pay*, Gerald Ledfors, Jr., Herbert G. Henemann III, Society for Human Resource Management, June 2011).

It should be noted, however, that job evaluation is not being abandoned. The evaluation of each job, apart from the person holding the job, according to the degree of knowledge and skill required, responsibility exercised, effort expended, and conditions in which the work is performed, continues to be the basis for placing each job in a particular pay range. As proposed, though, advancement in pay for each employee will be based upon the acquisition of skills, job performance standards, and critical competencies, as opposed to time on the job.

One of the major criticisms of compensation systems that are entirely based upon job evaluation apart from the individuals holding the jobs is the lack of any significant monetary reward or recognition for the knowledge and skills individuals bring to the job. This is a deficiency, particularly in organizations that require an educated workforce.

Skill-based pay is not new. The prototype for this type of compensation system was developed by Procter and Gamble in the 1960's. In 2002 the Center for Effective Organizations found that 56% of Fortune 1000 companies used some form of skill-based pay. In 2007 the International Public Management Association-HR reported that 22% of public sector organizations used some type of skill-based pay. Two skill-based pay systems have been implemented in the City of Milwaukee government, one in the Port of Milwaukee, and one for property appraisers in the Assessor's Office, which has been very successful. (*Skill-Based Pay*, Gerald Ledfors, Jr., Herbert G. Henemann III, Society for Human Resource Management, June 2011)

Research indicates that the success of a skill-based pay system is dependent upon the degree of thought and research that was spent creating the system, how well the system meets the business needs of the organization, support from top management, a high degree of employee involvement, and an extremely high degree of managerial involvement. It is also important to evaluate how well the system is working because the circumstances that led to the creation of a skill-based system may no longer exist in three or five or ten years.

### **Recommendations Regarding the New Career Ladder, New Classification of Residential Code Enforcement Inspector, and Implementation of New Pay System**

In order to assist the Department of Neighborhood Services in creating a more effective and flexible, and knowledgeable workforce, we recommend the following:

- Creation of a new job classification of Residential Code Enforcement Inspector be created with the rates of pay listed on the cover page of this report.
- Creation of the career ladder/pay system proposed by the Department, which may be seen in Appendix A of this report, be adopted as presented.
- That employees in the affected classifications retain their current job title and current rate of pay until they meet the requirements specified for a higher pay step in the new classification. Once they have met the specified requirements for a stated pay step they will obtain the new title of Residential Code Enforcement Inspector.

<b>Current:</b>	<b>Nuisance Control Supervisor</b>	<b>PR 1C</b>
<b>Recommended:</b>	<b>Building Codes Enforcement Supervisor</b>	<b>PR 1D</b>

At the present time there is one Nuisance Control Supervisor filled by Melissa O'Neill. As the title indicates, this position is responsible for supervising the work of Nuisance Control Officers. With the implantation of this reorganization this position will perform the same duties and responsibilities as other Supervisors in the newly configuration designed by the Department in the residential code enforcement section. All first-line supervisors in this reorganized are presently classified as Building Codes Enforcement Supervisors. Due to the fact that this position will be performing the same duties and responsibilities as other Building Codes Enforcement Supervisors, it is recommended that the position of Nuisance Control Supervisor be reclassified to Building Codes Enforcement Supervisor.

<b>Current:</b>	<b>Code Enforcement Inspector II (2 positions)</b>	<b>PR 3J</b>
<b>Recommended:</b>	<b>Building Codes Enforcement Supervisor (2 positions)</b>	<b>PR 1D</b>

The Department has stated that it is necessary to create two additional first-line supervisors to provide Inspectors with the supervision, intensive training, and ongoing coaching that will be required to successfully implement its organization of work in alignment with Police Districts and new career ladders. The Department has further stated that this proposal was developed with the Budget Office at a November 15, 2011 AIM meeting. Since the concept of this staffing change has already been approved, it is recommended that two vacant Code Enforcement Inspector II positions be reclassified to Building Codes Enforcement Supervisor which is the standard job classification for all first-line supervisors of code enforcement employees in the Department.

### **New Career Ladder and Pay Systems for Commercial Code Inspectors, Environmental Risk Officers and Special Enforcement Inspector**

The Department has proposed that similar career ladders and pay systems as described for the new job classification of Residential Code Enforcement Inspector be established for all other code enforcement inspectors in the Department. The career ladders and related pay steps are attached to this report in Appendix A. The chart on the cover page of this report shows the current and proposed job classifications and rates of pay.

It is anticipated that initial increases in wages will be offset by significantly higher degrees of productivity in all areas of code enforcement.

<b>Current:</b>	<b>Code Enforcement Inspector I (Commercial)</b>	<b>PR 3G</b>
	<b>Code Enforcement Inspector II (Commercial)</b>	<b>PR 3J</b>
<b>Recommended</b>	<b>Commercial Code Enforcement Inspector</b>	<b>PR 3L</b>

Code Enforcement Inspectors in the commercial section are responsible for enforcing building codes for all commercial businesses. Existing buildings are inspected for compliance with fire codes and building safety codes. One of the primary functions is annual fire inspections.

The annual fire inspection requirement has evolved from a basic life safety check to a complex evaluation of building and safety systems, manufacturing process, materials storage and hazardous materials, etc. In 2003, the City adopted the International Fire Code. These changes have significantly impacted the scope of a fire inspection completed by a Code

Enforcement Inspector and subsequently increased the required knowledge and skills and the impact of the position.

It is proposed that the current job classifications of Code Enforcement Inspector I and II in the commercial inspection section become the single job classification of Commercial Code Enforcement Inspector.

The minimum requirements for entrance into the new Commercial Code Enforcement Inspector, as stated on the job description provided by the Department are a bachelor's degree from an accredited college or school approved by the Department of Employee Relations or an associate's degree in the field of architecture, real estate, fire safety, environmental health, law enforcement the building trades and two years of work experience in one of those specialties.

<b>Current</b>	<b>Special Enforcement Inspector</b>	<b>PR 2EN</b>
<b>Recommended:</b>	<b>Special Enforcement inspector</b>	<b>PR 2EN</b>

Special Enforcement Inspectors investigate the most complex and challenging building and zoning code issues and independently resolve the most challenging enforcement issues. In doing so, they work with many parties, including law enforcement personnel, community groups, prosecution teams, social service agencies, business owners, and property owners. These positions are filled by promotion from the ranks of other code enforcement personnel in the Department.

<b>Current:</b>	<b>Environmental Hygienist</b>	<b>PR 2DN</b>
<b>Recommended:</b>	<b>Environmental Risk Officer</b>	<b>PR 2EN</b>

Environmental Hygienists inspect different types of facilities annually for the purpose of issuing licenses required for operation. Establishments are: public swimming pools, dry cleaning establishments, self-service laundromats, campgrounds and mobile home parks, filling stations, and massage establishments. These employees also investigate nuisance light complaints, waste tires, and noise complaints except those from vehicles operating in the public right of way, which falls under the jurisdiction of the Police Department.

The minimum requirements for the new Environmental Risk Officer, which are the same as for the current title of Environmental Hygienist, are different from that of other code enforcement officers in the Department. Those requirements are as follows.

A bachelor's degree in chemistry, biology, physical science, environmental health or related field that includes the following course or equivalent: 15 credits of chemistry covering two or more areas—inorganic, organic or quantitative analysis; 5 credits in biology, microbiology, physiology, anatomy or physics; 6 or more credits covering two or more of algebra, trigonometry, analytic geometry or statistics. Within two years following hire, these employees must become registered Sanitarians with the State of Wisconsin.

The scientific qualifications for this job classification indicate that the nature of the work performed is aligned with public health inspection while also containing some association with building code inspection. For this reason it is recommended that the maximum rate of pay associated with this group be equated with that of Special Enforcement Inspector.

## **Recommendations Regarding the New Classifications of Commercial Code Enforcement Inspector and Environmental Risk Officer**

It is therefore recommended that the following new job classifications of Commercial Code Enforcement Inspector and Environmental Risk Officer be established, along with career ladders and skill-based pay system created by the Department of Neighborhood Services as presented in Appendix A, with rates of pay for these new classifications as listed on the cover page of this report.

It is also recommended that current employees retain their current job titles and rates of pay until such time as they meet the requirements specified by the new system. When they meet the requirements specified in the new system, they will receive the new job title and associated rate of pay.

Prepared by: \_\_\_\_\_  
Laura Sutherland, Human Resources Representative

Reviewed by: \_\_\_\_\_  
Andrea Knickerbocker, Human Resources Manager

Reviewed by: \_\_\_\_\_  
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: January 10, 2012

Department: Neighborhood Services

<b>Current</b>	<b>Requested</b>	<b>Recommended</b>
Special Enforcement Manager PR 1G (\$64,805-\$ 90,728) Incumbent: Clyde Hutchinson	Special Enforcement Manager PR 1I (\$73,627 - \$103,077)	Special Enforcement Manager PR 1I (\$73,627 - \$103,077)
New Position	Special Enforcement Supervisor PR 1F (\$60,809 - \$85,129)	Special Enforcement Supervisor PR 1F (\$60,809 - \$85,129)
Program Assistant II PR 5F (\$39,522 - \$47,065) Vacant	Program Assistant I PR 5E (\$39,507 - \$45,577)	Program Assistant I PR 5E (\$39,507 - \$45,577)
Special Enforcement Inspector PR 2DN (\$41,458 - \$58,037) Vacant	Outreach Specialist To be Studied	Anti-Graffiti Program Coordinator PR 2DN (\$41,458 - \$58,037)
Customer Service Representative II PR 6G (\$33,143 - \$38,963) Incumbent: Herlyn Roberson	Program Assistant I PR 5E (\$39,507 - \$45,577)	Program Assistant I PR 5E (\$39,507 - \$45,577)
New Position	Office Assistant IV PR 6H (\$36,170 - \$40,836)	Office Assistant IV PR 6H (\$36,170 - \$40,836)

**Action Required – See attached sheet**

**Background**

In September and November of this year, the Commissioner of Building Inspection (Neighborhood Services), Art Dahlberg, proposed a reorganization that included the creation of new career ladders and pay systems for code enforcement personnel. These proposed changes affected job classifications, job titles, and pay systems. A separate report submitted to your Commission contains recommendations regarding those issues.

This report is concerned with positions in two separate areas of the Department: Special Enforcement and Outreach and Staff Development. In studying these requests to reclassify positions, written documentation in the form of old and new job descriptions for positions, organization charts, and reports previously submitted to your Commission were reviewed. In addition, the staff held a number of discussions with representatives from the Department of Neighborhood Services.

**Special Enforcement Division**

**Current:** Special Enforcement Manager PR 1G  
**Requested:** Special Enforcement Manager PR 1I  
**Recommended:** Special Enforcement Manager PR 1I

Twelve months ago the Department created the Special Enforcement Division to remove or correct nuisance properties throughout the City. As with virtually all municipalities across the nation, the number of nuisance properties in Milwaukee has increased as the result of the collapse of the housing market and the onset of the nation's foreclosure crisis. In order to accomplish its mission, this Manager identifies problem properties and then assembles a multidisciplinary team from different agencies prioritize how and when these problem properties

should be addressed, and then works with those teams to shut down properties or order additional compliance actions.

In order to successfully carry out this work, a great deal of coordination is required with other agencies. The Milwaukee Police Department is actively involved in most actions against properties. Other organizations that may be involved include the Office of the City Attorney, Department of City Development, Department of Public Works, and social service agencies such as the Department of Aging, Community Advocates, Child Protective Services, and others.

The job description for the position, which was written by the Department with the intention that this position would be filled by someone from within Neighborhood Services, states that the minimum requirements for this job are current status as a Building Codes Enforcement Supervisor or higher, a bachelor's degree in construction management engineering, architecture or related area and four years of experience in code enforcement

This Manager position was created a year ago when a Building Codes Supervisor, SG 07, filled by Mr. Clyde Hutchinson was reclassified to its current title in SG 10. At that time the Department had requested the position to be paid at a higher level but Employee Relations had recommended Salary Grade 10 which was approved by your Commission. Mr. Hutchinson was charged with creating a new Division that would work much more closely with law enforcement officials and other groups in identifying, categorizing, and taking action to shut down problematic properties or ensure that compliance was achieved.

Since that time, the work of the Special Enforcement Division has expanded and the impact of this Manager's decisions has become more pronounced. The work of this position now involves a high degree of public and official visibility. Due to these changes we recommend that this position be reallocated to Pay Range 11 with no change in title.

<b>Current:</b>	<b>New Position</b>
<b>Requested:</b>	<b>Special Enforcement Supervisor PR 1F</b>
<b>Recommended:</b>	<b>Special Enforcement Supervisor PR 1F</b>

The expansion of the Special Enforcement Program has necessitated the creation of a first-line supervisor to oversee the day-to-day work of Special Enforcement Inspectors. This Supervisor will directly supervise 13 Special Enforcement Inspectors and two office support staff. In addition to performing all the usual activities of a first-line supervisor, such as assigning work, scheduling employees, monitoring work in progress, and assessing work completed, this Supervisor will devote a significant amount of time to coaching and training employees in relation to the new career ladders and associated pay systems that are being recommended. In addition, this Supervisor will personally issue occupancy permits and permits for blasting and fireworks. Finally, the employee performing this job will be required to attend meetings with Aldermen and staff and community groups, most of which will occur during early evening hours.

The Department crafted the minimum requirements for this position with the premise that it would be filled with an internal candidate from Neighborhood Services. The minimum requirements are therefore written as follows: current status as a Special Enforcement Inspector, an associate's degree (or higher) and three years of code enforcement experience. Although these requirements appear appropriate, they have not been assessed by the Staffing Division for purposes of recruitment and hiring.

This Supervisor will be overseeing the work of Inspectors who deal with the most complex building code enforcement issues and the most problematic properties in the City, many of

which have a high public profile. Additionally, consequence of error associated with this Supervisor's decisions regarding occupancy permits and permits for blasting and fireworks is high. It therefore appears that the level of responsibility associated with the job is greater than Building Codes Enforcement Supervisors who supervise residential and commercial code enforcement inspectors and more akin to Supervisors of construction trades inspectors. For these reasons, it is recommended that this new position be classified as requested, as a Special Enforcement Supervisor in Pay Range 1F.

**Community Outreach and Staff Development Division**

<b>Current:</b>	<b>Special Enforcement Inspector</b>	<b>PR 2DN</b>
<b>Requested:</b>	<b>Outreach Specialist</b>	<b>To be Studied</b>
<b>Recommendation:</b>	<b>Anti-Graffiti Program Coordinator</b>	<b>PR 2DN</b>

This position will report to the "landlord training program coordinator." Its basic function will be to perform all the duties needed to carry out the City's Anti-graffiti Program. Aspects of this Program include public awareness and education, prevention work, graffiti removal, and the enforcement of anti-graffiti codes. The employee performing this job will also represent the Department at the City's Anti-graffiti Committee, assist with grant writing for the landlord training program, and assist with the preparation and presentation of landlord training programs.

The job description created by the Department states that the minimum qualifications for the position are a bachelor's degree in an area such as public administration or education and a year of work experience coordinating public or community-based programs related to housing or five years of work experience in coordinating community-based programs related to housing or other areas. Although these requirements appear to be reasonable, they have not yet been assessed by the Staffing Division for purposes of recruitment and hiring. .

Based upon the degree of knowledge/skill required and level of responsibility, it appears that this job is most similar to other professional positions in the City service, such as Accountant II and Chemist II. For that reason, we recommend that this position be established as an Anti-Graffiti Program Coordinator in Pay Range 2DN (\$41,458 – \$58,037). This will place the rate of pay significantly lower than that of the "landlord training program manager" to whom this position will report, and higher than two Program Assistants I who will be assisting with the landlord training program and anti-graffiti program. For reference, the new minimum and maximum for Residential Code Enforcement Inspectors will be \$41,495 - \$57,645 and that of Special Code Enforcement Inspectors will be \$51,465 - \$60,422.

<b>Current:</b>	<b>Program Assistant II</b>	<b>PR 5F</b>
<b>Request:</b>	<b>Program Assistant I</b>	<b>PR 5E</b>
<b>Recommendation:</b>	<b>Program Assistant I</b>	<b>PR 5E</b>

The basic function of this position is to carry out all of the administrative work needed to present landlord training program and anti-graffiti program. Duties include obtaining space for programs, sending advertising sessions, mailing flyers and invitations, preparing handouts and materials, registering attendees, answering questions about the program, setting up rooms and materials, tracking employee attendance, compiling data related to the program's effectiveness, and performing other related work.

The job description written by the Department indicates that this position requires a bachelor's degree or equivalent and three years of work experience. These requirements appear to reflect the prior Program Assistant II level. The recommended requirement for Program Assistants I

would include four years of office support work with one year at or above the level of Office Assistant III.

The level of knowledge/skill required and responsibility exercised for the revised job appears consistent with the job classification of Program Assistant I. We therefore recommend the current vacant position of Program Assistant II be reclassified to Program Assistant I, Pay Range 5E.

<b>Current:</b>	<b>Customer Service Representative II</b>	<b>PR 6G</b>
<b>Requested:</b>	<b>Program Assistant I</b>	<b>PR 5E</b>
<b>Recommended:</b>	<b>Program Assistant I</b>	<b>PR 5E</b>

This position will perform the same duties as the Program Assistant I position discussed in the preceding section. We therefore recommend that this position be classified the same, as a Program Assistant I in Pay Range 5E.

<b>Current</b>	<b>New Position</b>
<b>Requested:</b>	<b>Office Assistant IV PR 6H</b>
<b>Recommended:</b>	<b>Office Assistant IV PR 6H</b>

The basic function of this position is to serve as a lead worker for clerical staff in the Property Recording Section. Duties will include overseeing the distribution and completion of work by three Office Assistants; assisting the aforementioned employees with complaints; resolving problems; answering questions from the public regarding the Property Recording Ordinance; assisting members of the public to achieve compliance with the Ordinance; educating citizens, other departments, community groups, title companies, banks, law firms, and other organizations about the property recording process and foreclosure registration process; monitoring Aldermanic Service Requests and assisting with their resolution; and training the Property Recording staff.

The job description written by the department states that the minimum requirements for the job are four years of office experience or a bachelor's degree or associate's degree in business or related field. It should be noted that the standard requirement for an Office Assistant IV is 4 years of office support experience with at least 6 months at the level of Office Assistant III or above.

Due to the fact that the level of knowledge/skill associated with the position and level of responsibility matches that of the Office Assistant IV job classification, we recommend that this new position be established as requested, as an Office Assistant IV in Pay Range 6H.

Prepared by: \_\_\_\_\_  
Laura Sutherland, Human Resources Representative

Reviewed by: \_\_\_\_\_  
Andrea Knickerbocker, Human Resources Manager

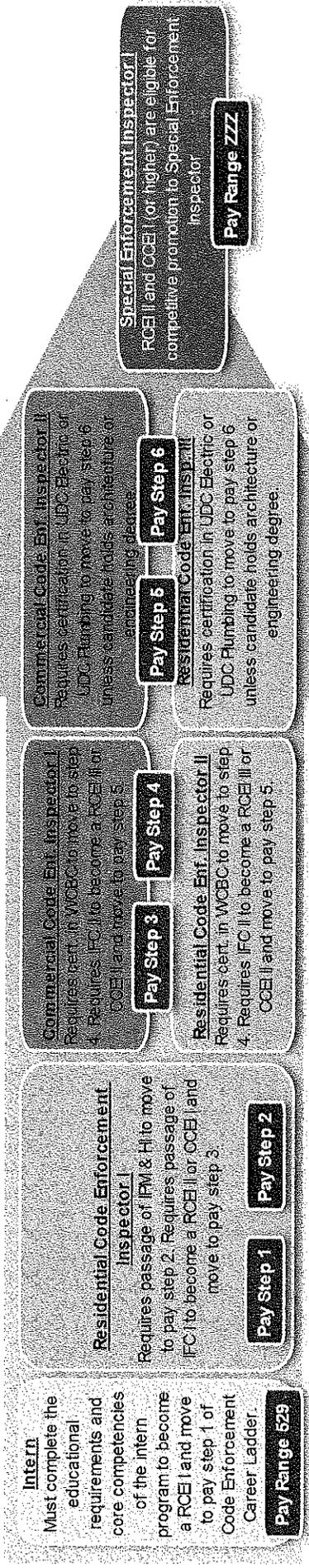
Reviewed by: \_\_\_\_\_  
Maria Monteagudo, Employee Relations Director

Department of Neighborhood Services – Reorganization Part 1 – Addendum

January 10, 2012

# Department of Neighborhood Services Code Enforcement Career Ladder

Revised 1-5-2012



## Code Enforcement Promotional Ladder Pay Range XXX - Includes 6 pay steps

Employees will move through the pay steps within this pay range based on their accomplishments. Expanding ones knowledge of the building and fire codes and obtaining various certifications will enable a motivated employee the opportunity to advance to the higher pay steps. This benefits both the employee and the department.

### Intern

Interns are paid at step 1 of the pay range 529. Non-competitive promotion To Residential Code Ent. Insp. I requires completion of intern training requirements, successful completion of core competencies and sign off by Enforcement & Training Supervisor.

### Residential Code Enforcement Inspector I - Pay Steps 1 & 2

RCEI I inspectors are paid at step 1. RCEI I inspectors will move to pay step 2 upon successful completion of step 1 core competencies and passage of the International Property Maintenance & Housing Inspector examination. Non-competitive promotion to RCEI II or CCEI I requires successful completion of step 2 core competencies and passage of the International Fire Code I examination.

### Residential Code Enforcement Inspector II or Commercial Code Enforcement Inspector I - Pay Steps 3 & 4

RCEI II and CCEI I inspectors are paid at step 3. RCEI II and CCEI I inspectors will move to pay step 4 upon successful completion of the core competencies and obtaining certification in the Wisconsin Commercial Building Code. Non-competitive promotion to RCEI III or CCEI II requires successful completion of step 4 core competencies and passage of the International Fire Code II examination.

### Residential Code Enforcement Insp. III or Commercial Code Enforcement Insp. II - Pay Step 5

RCEI III and CCEI II inspectors will be paid at step 5. RCEI III and CCEI II inspectors will move to pay step 6 upon successful completion of step 5 core competencies and obtaining certification in the Wisconsin UDC Electrical or UDC Plumbing code. If the inspector holds or obtains a degree in architecture or engineering the UDC Electrical or UDC Plumbing certification requirement will be waived.

### Special Enforcement Inspector I - Pay Range ZZZ

Inspectors in the Code Enforcement Career Ladder become eligible for competitive promotion to Special Enforcement upon obtaining the level of Residential Code Enforcement Inspector II or Commercial Code Enforcement Inspector I or higher. However, if promoted to Special Enforcement, the RCEI II or the CCEI I will be required to obtain certification in the Wisconsin Commercial Building Code and pass the International Fire Code II examination within the 12 month probationary period.

**DEPARTMENT OF NEIGHBORHOOD SERVICES  
QUALITATIVE CORE COMPETENCIES**

**RESIDENTIAL CODE ENFORCEMENT INSPECTOR**

This document lists the technical knowledge requirements at each step in the Residential Code Enforcement career ladder. Knowledge of these codes and the ability to apply them in uniform and appropriate manner is critical. In addition to these technical requirements DNS inspectors will be evaluated on the behaviors required for successfully performing their jobs. This will include providing good communication by exhibiting skill at both oral and written communication, active listening skills, adapting to the needs of a diverse audience, encouraging an open exchange of information and delivering clear and concise messages. Inspector will also be evaluated on their ability to deliver high quality customer service as evidenced by the inspector's responsiveness to inquiries, courteousness, and accessibility to both internal and external customers.

**Residential Code Enforcement Inspector I, Step 1**

*To move to step 2, RCEI I at step 1 must successfully complete a one year probationary period, obtain the Property Maintenance and Housing Inspector Certification, obtain a thorough knowledge and understanding of the core competencies below, and meet or exceed the thresholds for advancement established in the quantitative core competencies.*

Identification while conducting proper protocol regarding the following:

***Premises Inspection***

Inspect the overall area of the property to ensure maintenance is done with accordance to the Milwaukee Code of Ordinances (MCO).

MCO 79-12 & IPMC 308  
Garbage and debris nuisances

MCO 80-49 & IPMC 302  
Nuisance vehicles

MCO 252-74 & 295-505-4  
Parking violations on unpaved or unapproved surfaces, more than four vehicles on an single family or duplex, more than 1 commercial vehicle, more than 1 recreational vehicle, vehicles greater than 10 feet in height, 22 feet in length, or more than 6 wheels, or a tow truck on residential properties, or unlicensed vehicles on part or wholly residential properties.

MCO 252-74 & IPMC 302  
Defective parking surfaces.

MCO 275-35 & IPMC 302  
Graffiti

MCO 275-81 & IPMC 302  
Landscaping

***Exterior Maintenance***

Conduct inspections verifying continued maintenance on the exterior of the building with accordance to the Milwaukee Code of Ordinance (MCO) and the Uniform Dwelling Code (UDC).

MCO 275-32 & IPMC 302

Garage (overhead door, service door defective or in disrepair), paved surfaces (service walks, parking spaces, patios), shed, fence, and gate.

MCO 275-32 & IPMC 304

House numbers, gutters and downspouts, soffits, fascia, trim boards, eaves, overhangs, chimney, roof (defective, missing shingles), siding, defective screen doors, windows (broken panes), foundation (disrepair, rodent proof), and paint.

MCO 275-34

Storm window or storm screens for habitable rooms provided.

***Interior Maintenance***

Inspect for maintenance in the interior of buildings with accordance to the Milwaukee Code of Ordinances (MCO) and the Uniform Dwelling Code (UDC).

MCO 275-33 & IPMC 305

Windows and doors (assembly, hardware, locking devices, operable), ceilings, walls, flooring, ducts, heat registers & covers, and cold air return covers.

MCO 275-51 & IPMC 502

Functional, mounted and secured toilet.

MCO 275-41 & IPMC 305 & IPMC 402

Lighting of common areas.

MCO 275-42 & IPMC 403

Rooms provided with sufficient and adequate ventilation. All bathrooms and toilet rooms provided with ventilation and every window supplied with a screen.

MCO 275-34 & IPMC 306

Supplied or required facilities, equipment, or utilities installed correctly and maintained.

MCO 200-20

Supplied equipment and appliances maintained.

***Fire Inspections***

Conduct inspections ensuring the protection of life and public safety of residential buildings with no more than 8 units with accordance to the Milwaukee Code of Ordinances (MCO) and the International Fire Code (IFC).

MCO 214-3 & IPMC 702, 703, 704

- IFC 308 (Approved use of propane grills, storage, and location.)
- IFC 315 (Approved combustible storage location and height.)
- IFC 605 (Removal of prohibited extension cords (MCO 275-62), and obstructions from electrical panels (MCO 222-01, Comm 16).)
- IFC 703 (UL rated fire doors and fire door assembly including fusible links, hold open devices and closers, and closing and latching from an open position.)
- IFC 906 (Provide a fire extinguisher for buildings with greater than 2 residential dwelling units. Inspection of portable fire extinguisher including service, proper size, approved mounting, and keep free of obstructions.
- IFC 1006 (Maintenance of emergency lighting.)
- IFC 1008 (Maintenance of exit doors. Inspect for proper hardware, illegal locking devices, defective locks, and defective openings.)
- IFC 1011 (Maintenance of exit signs and lighting.)
- IFC 1028 (Maintain means of egress including exits and aisles free from obstructions.)

MCO 214-7  
Right of Entry

MCO 214-9  
Approved operation of fire pits and open burning.

MCO 214-11  
Improper storage of gasoline or propane.

MCO 214-12 & IFC Chapter 30  
Proper storage of compressed gas cylinders.

MCO 214-23 & IPMC 704  
Testing battery-operated smoke alarms

MCO 214-27 & IPMC 704  
Install and maintain smoke detectors in an approved manner with its listing.

MCO 262-01, Comm 62  
Carbon Monoxide Detectors

MCO 264-01, MCO 200-02, Comm 61  
Gas clothes dryers with metal, rigid ducts.

Residential Building Construction (UDC, IRC & IBC)

*Interior:*

Basement floor, foundation wall, stairs, platform, floor, dormer, balustrade, and stair soffit.

*Exterior:*

Piers, platform, outside sill, outside wall, chimney, chimney flashing, shingle, second story wall, porch column, dormer window, deck roof (balcony), and veranda balustrade.

## **Residential Code Enforcement Inspector I, Step 2**

*To move to step 3, RCEI I at step 2 must obtain the International Fire Code Fire Inspector I Certification, obtain a thorough knowledge and understanding of the core competencies below, and meet or exceed the thresholds for advancement established in the quantitative core competencies.*

Identification and conducting proper protocol regarding the following:

### ***Premises***

Inspect the overall area of the property to ensure maintenance is done with accordance to the Milwaukee Code of Ordinances (MCO).

MCO 79-12 & IPMC 308  
24 hour and 72 hour garbage and litter nuisance debris.

MCO 275-81-6 & IPMC 309  
Premises maintained and storage 12 inches above the ground.

MCO 80-48, MCO 275-80 to 275-82, MCO 77, MCO 78-37, & IPMC 309  
Pest Investigations including rats\*, mice\*, roaches, bed bugs, and roosting pigeons). (\*When applicable.)

MCO 275-32 & IPMC 302  
Retaining wall

MCO 252-71, IPMC 302, IPMC 506, & IPMC 507

## Drainage

MCO 252-72 & IPMC 302

Parking lot maintenance

MCO 275-81 & IPMC 309

Property maintained of grading, and drainage.

## ***Exterior Maintenance***

Conduct inspections verifying continued maintenance on the exterior of the building with accordance to the Milwaukee Code of Ordinance and the Uniform Dwelling Code.

MCO 275-32 & IPMC 304, IPMC 307

Windows and doors (storm screens, defective, weather and moisture tight, hardware, unsecured), stairs (treads, risers, stringers, and handrails), porches, decks, porch rails & guards (skirts, spindles, floorboards, balusters).

MCO 275-32 & IPMC 601 & IPMC 607

Electrical fixtures and vents.

## ***Interior Maintenance***

Inspect for maintenance in the interior of buildings with accordance to the Milwaukee Code of Ordinances (MCO) and the Uniform Dwelling Code (UDC).

MCO 275-33 & IPMC Chapter 3

Stairs (treads, risers, stringers, and handrails), and pests (roaches, bed bugs, rats, and mice).

MCO 275-33 & IPMC Chapter 4

Maintenance of tub surround.

MCO 275-33 & IPMC 504

Ventilation and approved clearances for heating devices.

MCO 275-51 to 275-55 Plumbing

Maintenance of required facilities of every dwelling (kitchen sink, toilet, bath and lavatory basin). Facilities are to be functional, properly mounted and secured. All toilet rooms provided with privacy, and approved access and location. All supplied plumbing fixtures, water and waste pipe maintained in good, sanitary, working condition. Free of leaks, maintenance of overflow pipe on water heater, obstruction from basement floor drain. Maintenance of gas piping shut off valve, gas light connection, secure, and over flow pipe. Every sink, lavatory, bathtub or shower, drinking fountain, water closet or other facility shall be properly connected to an approved water system. Supply both hot ( $\geq 110^{\circ}$  F) and cold water. All facilities and waste pipe properly connected to public sewer or approved private sewage disposal system. Maintain system free of leaks and obstructions.

MCO 275-61

Dwelling units supplied with heating facilities be properly maintained (free of leaks) and supply adequate heat,  $> 67^{\circ}$ F. Maintenance of central heating systems free of leaks and sealed. Any space heater is properly installed, maintained, non-portable, and vented. All mechanical equipment is properly maintained, vented to outside air, and has supply air.

MCO 275-81 & IPMC 308

Units and common areas maintained in a clean and sanitary condition.

MCO 275-82 & IPMC 309

Extermination of pests.

## ***Fire Inspections***

Conduct inspections ensuring the protection of life and public safety of residential buildings with no more than 24 units with accordance to the Milwaukee Code of Ordinances and the International Fire Code.

MCO 214-3

- IFC 308 (Approved use of propane grills, storage, and location.)
- IFC 315 (Combustible storage properly maintained including adequate clearance to furnace and water heater, and in an approved manner in height or excess.)
- IFC 603 (Maintenance of heat exchangers and heat vents. Maintenance of boiler and mechanical equipment rooms including combustion air and safety controls.)
- IFC 605 (Removal of improper wiring and multiplugs.)
- IFC 703 (Inspect for the maintenance of fire-resistance-rated construction including furnace and boiler room enclosures with regard to make up air, vents, self closing devices; and maintenance of all fire door assemblies including fusible links, hold open devices and closers, and closing and latching from an open position.)
- IFC 901 (Maintenance of fire alarm system.)
- IFC 906 (Inspection of portable fire extinguishers including location and travel distance.)
- IFC 907 (Testing records of the fire alarm system.)
- IFC 1008 (Maintenance of exit doors. Inspect for proper hardware, door swing, and encroachment.)
- IFC 1014 (Maintenance of exit access.)
- IFC 1024 (Exit discharge leads to a direct, unobstructed access to the public right of way.)

Residential Building Construction (UDC, IRC, & IBC)

*Interior:*

Iron columns, column cap, column base, I-beams, first floor beams, double row herring bone cross bridging.

*Exterior:*

Buttress, ridge board, finial, rake cornice, gable end, valley, cornice, pilaster.

**Residential Code Enforcement Inspector II, Step 3**

*To move to step 4, RCEI II at step 3 must obtain the Wisconsin Commercial Building Inspector Certification, obtain a thorough knowledge and understanding of the core competencies below, and meet or exceed the thresholds for advancement established in the quantitative core competencies.*

Identification and conducting proper protocol regarding the following:

***Premises***

Inspect the overall area of the property to ensure maintenance is done with accordance to the Milwaukee Code of Ordinances (MCO).

MCO 78

Animal Investigations (Prohibited animals, apiary inspections, licenses, fancier permits, animal keeping establishments, pit-bull and Rottweiler requirements, domestic animal bite investigations, dangerous animals and prohibited dangerous animals). (If applicable.)

***Exterior Maintenance***

Conduct inspections verifying continued maintenance on the exterior of the building with accordance to the Milwaukee Code of Ordinances (MCO) and the Wisconsin Commercial Building Code (IBC).

MCO 275-32

Sign maintenance including abandoned or defective signs. Sealed penetrations and exhaust pipes of exterior equipment for heating, refrigeration, ventilation, or air conditioning.

***Interior Maintenance***

Inspect for maintenance in the interior of buildings with accordance to the Milwaukee Code of Ordinances (MCO) and the Wisconsin Commercial Building Code (IBC).

#### MCO 200-11

Illegal occupancy and use of space, dwelling unit, building, or facility.

#### MCO 200-11.5

Historical buildings.

#### MCO 200-11, MCO 275-33 Placards

A dwelling unit may be placarded with any of these services lacking.

(MCO 275-34 Electrical, MCO 275-62 defective electrical to a life safety standard, MCO 275-61 Heating, MCO 275-53 missing toilet, shower, or tub, MCO 275-55 standing sewage, MCO 275-81 Unsanitary Conditions, or MCO 275-34 Water service.)

#### MCO 200-21 Essential Services

A dwelling unit may be ordered to vacate a property with any of these services lacking.

(MCO 275-62 Electrical, MCO 275-61 Heating, MCO 275-53 Plumbing, or MCO 275-55 Sewer).

#### MCO 275-61

Dwelling units supplied with heating facilities be properly installed, maintained (defective furnace components).

Maintenance of cooking and heating equipment. All mechanical equipment is properly installed with clearance from combustible materials. Fireplaces connected to approved chimneys.

#### MCO 275-62

Approved electrical outlets and cover plates secured, and maintain defective fixtures (i.e. thermostat).

### ***Fire Inspections***

Conduct inspections ensuring the protection of life and public safety of residential buildings with multiple buildings and multiple units with accordance to the Milwaukee Code of Ordinances, the International Fire Code, and the Wisconsin Commercial Building Code.

#### MCO 214-3

- IFC 304 (No accumulation of combustible waste on the premises and at an approved location.)
- IFC 305 (Approved storage in furnace or boiler rooms. Adequate clearance provided between combustible materials and ignition sources.)
- IFC 315 (Combustible storage properly maintained (adequate clearance below ceiling and in an approved manner below stairs.)
- IFC Chapter 4 (Ensure all requirements of the Emergency Planning and Preparedness code are reported in the facilities plan. For all required occupancies, fire evacuation plans showing emergency egress and escape routes, employee procedures, means used to notify occupants of emergency, facility contacts and responsible personnel, fire safety plans showing locations of fire hydrants, fire department access routes, floor plans, exits, accessible egress routes, areas of refuge, manual fire alarm boxes, portable fire extinguishers, hose stations and fire alarm annunciators and controls, and listings of hazards with a hazardous materials inventory statement and a hazardous materials management plan need to be included in the plan.)
- IFC 604 (Maintenance and testing of emergency generator standby systems.)
- IFC Chapter 7 (Inspect for the maintenance of fire-resistance-rated construction including walls, fire stops, shaft enclosures, partitions, smoke barriers, floors, fire-resistive coatings and sprayed fire-resistant joint systems, fire blocking and draft stopping. This includes testing records of horizontal, vertical sliding, and rolling fire doors. Maintenance of self-closing or automatic-closing opening protectives for floor openings and shafts.)
- IFC 803 (Maintenance of interior wall and ceiling finish and trim. Approved use of textiles on walls.)
- IFC 806 (Maintenance approved decorative vegetation in buildings, where allowed.)
- IFC 807 (Inspection of the presence of approved curtains, draperies, hangings and other decorative materials suspended from walls or ceilings.)
- IFC 901 (Maintenance fire protection systems. Sprinklers maintained clean and free of obstructions.)
- IFC 904 (Maintenance of fusible links.)

- IFC 906 (Inspection of portable fire extinguishers including required number of extinguishers.)
- IFC 1028 (Maintenance of approved egress including panic hardware, storage obstruction, travel distance, and landings.)

MCO 244

Maintenance of projecting signs and billboards.

MCO 264-67

Records of the service of fire suppression system.

***Department Programs***

Conducts required inspection and programmatic procedures with minimal supervision.

MCO 200-22

Abandoned properties in foreclosure

MCO 200-22

Rent with holding

MCO 200-51.7

Vacant Building Registration

MCO 200-52

Certificate of Code Compliance

MCO 200-53

Residential Rental Certificate

**Residential Code Enforcement Inspector II, Step 4**

*To move to step 5, RCEI II at step 4 must obtain the International Fire Code Fire Inspector II Certification, obtain a thorough knowledge and understanding of the core competencies below, and meet or exceed the thresholds for advancement established in the quantitative core competencies.*

Identification and conducting proper protocol regarding the following:

***Exterior Maintenance***

Conduct inspections verifying continued maintenance on the exterior of the building with accordance to the Milwaukee Code of Ordinances (MCO) and the Wisconsin Commercial Building Code (IBC).

MCO 275-32-13

Facade

MCO 252-76

Security Barriers

***Interior Maintenance***

Inspect for maintenance in the interior of buildings with accordance to the Milwaukee Code of Ordinances and the Wisconsin Commercial Building Code.

MCO 275-33

Keep unit vacant until certificate of code compliance received.

***Fire Inspections***

Conduct inspections ensuring the protection of life and public safety of residential high rise buildings with accordance to the Milwaukee Code of Ordinances and the International Fire Code.

MCO 214-3

- IFC 503 (Maintained access roads.)
- IFC 504 (Access to roof provided.)
- IFC 807 (Flame propagation performance of decorative materials, and fire retardant curtains.)
- IFC 1007 (Maintenance of approved areas of refuge.)
- IFC 1028 (Approved use of special exit doors.)
- IFC Chapter 27 (Inspect for proper storage of hazardous materials including quantities, containers, signage, location (indoor/outdoor, construction, enclosures or cabinets) and review of the Hazardous Materials Management Plan and the Hazardous Materials Inventory Statement.)

MCO 200-33-17.5

Conduct inspections identifying hazards for the Fire Prevention Permit.

MCO 214-9

"Fire Openings" and "Fire escapes" signage posted.

MCO 214-19

Critical exam of fire escapes.

MCO 214-25

"No smoking" signs posted in elevators.

MCO 214-33

Access-Controlled Egress Doors

MCO 214-35

Delayed-Egress Locks

MCO 245-3

Identify and inspect covered openings for maintenance.

MCO 251 & IFC 903

Maintenance and testing records for Fire Protection Systems including automatic sprinkler system and the standpipe system.

MCO 275-36

Identification and maintenance inspection of underground vaults.

### ***Community Meetings***

### **Residential Code Enforcement Inspector III, Step 5**

*To move to step 6, RCEI II at step 5 must obtain either the Uniform Dwelling Code Plumbing Certification or the Uniform Dwelling Code Electric Certification obtain a thorough knowledge and understanding of the core competencies below, and meet or exceed the thresholds for advancement established in the quantitative core competencies.*

**OR**

*To move to step 6, RCEI II at step 5 must obtain a degree in Architecture, Engineering or other related field, obtain a thorough knowledge and understanding of the core competencies below, and meet or exceed the thresholds for advancement established in the quantitative core competencies.*

Identification and conducting proper protocol regarding the following:

MCO 275-36

Below grade structure defective

***Department Programs***

Conducts required inspection and programmatic procedures with minimal supervision.

MCO 200-24

Identify if a permit is required and make proper referral if one has not been obtained.

MCO 200-42

Occupancy

MCO 200-51

Certificate of Occupancy for Rental Units

Inspection Warrant

Citations

## DEPARTMENT OF NEIGHBORHOOD SERVICES

### QUANTITATIVE CORE COMPETENCIES

#### RESIDENTIAL CODE ENFORCEMENT INSPECTOR (RCEI)

Core competencies are measured throughout an inspector's tenure in DNS and at each pay step. Core competencies are used to evaluate an inspector's performance. This document outlines the core competency requirements for inspectors who wish to be considered for pay step advancement. The quantitative core competencies will be used to document an inspector's performance and used to determine if the inspector is meeting the department's expectations of job performance. In addition to meeting the core competency requirements, the inspector is required to obtain various certifications and/or pass certain examinations to be eligible for pay step advancement.

To be considered for advancement to a higher pay step, the inspector shall be consistently meeting each of the quantitative core competencies for at least the 3 consecutive months prior to his/her advancement request. Documentation of an inspector's performance along with confirmation of attainment of the required certifications and/or passed examination(s) shall accompany any request for advancement. Supervisors shall review the employee's performance documentation over the required timeframes along with certifications/testing documentation. This documentation shall be kept on file by the supervisor for each employee.

#### **Residential Code Enforcement Inspector (RCEI)**

To advance to RCEI I - step 2, RCEI I - step 1 must achieve the following for at least 3 consecutive months prior to advancement into the next pay step:

- complete the one year probation period and fulfill probation requirements (if applicable)
- achieve 14 stops at least 80% of workdays and
- achieve a complaint response time of 10 work days or less in 75% of cases and
- perform reinspections of orders within 10 days of the compliance date in 75% of the cases and
- orders enforced\* within 35 days of compliance due date, including extensions, in 75% or more of cases

To advance to RCEI II (or a **Commercial Code Enforcement Inspector I**) - step 3, RCEI I - step 2 must achieve the following for at least 3 consecutive months prior to advancement into the next pay step:

- achieve 14 stops at least 85% of workdays and
- achieve a complaint response time of 10 work days or less in 80% of cases and
- perform reinspections of orders within 10 days of the compliance date in 75% of the cases and
- orders enforced\* within 35 days of compliance due date, including extensions, in 75% or more of cases

To advance to RCEI II - step 4, RCEI II - step 3 must achieve the following for at least 3 consecutive months prior to advancement into the next pay step:

- achieve 14 stops at least 90% of workdays and
- achieve a complaint response time of 10 workdays or less in 85% of cases and
- perform reinspections of orders within 10 days of the compliance date in 75% of the cases and

-orders enforced\* within 35 days of compliance due date, including extensions, in 80% or more of cases

To advance to RCEI III - step 5, RCEI II - step 4 must achieve the following for at least 3 consecutive months prior to advancement into the next pay step:

-achieve 16 stops at least 90% of workdays and

-achieve a complaint response time of 10 workdays or less in 90% of cases and

-perform reinspections of orders within 10 days of the compliance date in 80% of the cases and

-orders enforced\* within 35 days of compliance due date, including extensions, in 85% or more of cases

To advance to RCEI III - step 6, RCEI III - step 5 must achieve the following for at least 3 consecutive months prior to advancement into the next pay step:

-achieve 16 stops at least 90% of workdays and

-achieve a complaint response time of 10 workdays or less in 90% of cases and

-perform reinspections of orders within 10 days of the compliance date in 85% of the cases and

-orders enforced\* within 35 days of compliance due date, including extensions, in 90% or more of cases

\* For the purpose of this document “orders enforced” means that the order has been abated, forwarded to court, moved into the monthly reinspection program, referred to contractor, record closed, or dismissed.

**NOTE:** The above outlined quantitative core competencies have been established based on a current review and evaluation of department workloads, staffing, programs, policies, and resources. Management reserves the right to modify the quantitative core competencies, as necessary, to adjust for changes or additions of new and existing programs, changes to work duties and/or assignments, changes to laws and regulations, City ordinance changes, changes in department policy or procedures, changes to or elimination of program funding or budgets changes, and/or other factors that impact productivity.

**DEPARTMENT OF NEIGHBORHOOD SERVICES  
QUALITATIVE CORE COMPETENCIES**

**COMMERCIAL CODE ENFORCEMENT INSPECTOR**

This document lists the technical knowledge requirements at each step in the Commercial Code Enforcement career ladder. Knowledge of these codes and the ability to apply them in uniform and appropriate manner is critical. In addition to these technical requirements DNS inspectors will be evaluated on the behaviors required for successfully performing their jobs. This will include providing good communication by exhibiting skill at both oral and written communication, active listening skills, adapting to the needs of a diverse audience, encouraging an open exchange of information and delivering clear and concise messages. Inspector will also be evaluated on their ability to deliver high quality customer service as evidenced by the inspector's responsiveness to inquiries, courteousness, and accessibility to both internal and external customers.

NOTE: To become a Commercial Code Enforcement Inspector I, Step 3, the inspector must possess the International Fire Code I Certification.

**Commercial Code Enforcement Inspector I, Step 3**

*To move to step 4, CCEI, step 3 must obtain the Wisconsin Commercial Building Code Certification, obtain a thorough knowledge and understanding of the core competencies below, and meet or exceed the thresholds for advancement established in the quantitative core competencies.*

Identification of proper maintenance or violations while conducting proper protocol regarding the following:

***Premises Inspection***

Inspect the overall area of the property to ensure maintenance is done with accordance to the Milwaukee Code of Ordinances (MCO).

MCO 252-74 & MCO 295-505-4

Parking violations on unpaved or unapproved surfaces, or unlicensed vehicles on part or wholly residential properties.

MCO 275-35

Graffiti

MCO 275-81

Maintenance of Premises (property graded and drained, landscaping), and storage 12 inches above the ground.

MCO 275-32

Retaining wall

MCO 252-71

Drainage

MCO 252-72  
Parking lot maintenance

MCO 252-74  
Defective parking surfaces.

***Exterior Maintenance***

Conduct inspections verifying continued maintenance on the exterior of the building with accordance to the Milwaukee Code of Ordinance and the Uniform Dwelling Code.

MCO 275-32

House numbers, gutters and downspouts, soffits, fascia, trim boards, eaves, overhangs, chimney, roof (defective, missing shingles), siding, defective screen doors, windows (broken panes), foundation (disrepair, rodent proof), and paint. Electrical fixtures, vents and smoke pipes, windows and doors (storm screens, defective, weather and moisture tight, hardware, unsecured), porches, decks, porch rails & guards (skirts, spindles, floorboards, balusters), stairs (treads, risers, stringers, and handrails). Sign maintenance (abandoned or defective). Garages (overhead or service door in disrepair or defective), paved surfaces (service walks, patios), shed, fence, and gates.

MCO 275-34

Supplied and required heating, refrigeration, ventilation, and/or air conditioning be installed and maintained in properly working condition. Storm window or storm screens for habitable rooms provided.

***Interior Maintenance***

Inspect for maintenance in the interior of buildings with accordance to the Milwaukee Code of Ordinances, Wisconsin State Codes (Comm) and the Wisconsin Commercial Building Code (IBC).

MCO 200-11.5

Historical buildings.

MCO 200-11, MCO 275-33 Placards

A dwelling unit may be placarded with any of these services lacking.  
(MCO 275-34 Electrical, MCO 275-62 defective electrical to a life safety standard, MCO 275-61 Heating, MCO 275-53 missing toilet, shower, or tub, MCO 275-55 standing sewage, MCO 275-81 Unsanitary Conditions, or MCO 275-34 Water service.)

MCO 200-21 Essential Services

A dwelling unit may be ordered to vacate a property with any of these services lacking.  
(MCO 275-62 Electrical, MCO 275-61 Heating, MCO 275-53 Plumbing, or MCO 275-55 Sewer).

MCO 275-33

Windows and doors (assembly, hardware, locking devices, operable), ceilings, walls, flooring, ducts, heat registers & covers, and cold air return covers. Pests (roaches, bed bugs, rats, and mice), stairs

(treads, risers, stringers, and handrails), tub surround, plumbing (hot water, leaks, trap, sewer, fixtures, drains) water heaters (vent & piping), heating (ventilation & clearances). Electrical (extension cords, fixtures, outlets).

#### MCO 275-51 to 275-55 Plumbing

Maintenance of required facilities of every dwelling (kitchen sink, toilet, bath and lavatory basin). Facilities are to be functional, properly mounted and secured. All toilet rooms provided with privacy, and approved access and location. All supplied plumbing fixtures, water and waste pipe maintained in good, sanitary, working condition. Free of leaks, maintenance of overflow pipe on water heater, obstruction from basement floor drain. Maintenance of gas piping shut off valve, gas light connection, secure, and over flow pipe. Every sink, lavatory, bathtub or shower, drinking fountain, water closet or other facility shall be properly connected to an approved water system. Supply both hot ( $\geq 110^{\circ}$  F) and cold water. All facilities and waste pipe properly connected to public sewer or approved private sewage disposal system. Maintain system free of leaks and obstructions.

#### MCO 275-41

Lighting of common areas.

#### MCO 275-42

Rooms provided with sufficient and adequate ventilation. All bathrooms and toilet rooms provided with ventilation and every window supplied with a screen.

#### MCO 275-34

Supplied or required facilities, equipment, or utilities installed correctly and maintained.

#### MCO 275-82

Extermination of pests.

#### MCO 275-61

Dwelling units supplied with heating facilities be properly installed, maintained (free of leaks, defective furnace components) and supply adequate heat,  $> 67^{\circ}$ F. Maintenance of central heating systems free of leaks and sealed. Any space heater is properly installed, maintained, non-portable, and vented. Maintenance of cooking and heating equipment. All mechanical equipment is properly installed, maintained, vented to outside air, clearance from combustible materials, and supply air. And fireplaces connected to approved chimneys.

#### MCO 275-62

Approved electrical outlets and cover plates secured, and maintain defective fixtures (i.e. thermostat).

#### MCO 275-81

Units and common areas maintained in a clean and sanitary condition.

#### MCO 200-11

Illegal occupancy and use of space, dwelling, unit, building, or facility.

Recognition of the following aspects in building construction (Comm and IBC)

*Interior:*

Basement floor, foundation wall, wall construction, stairs, balustrade, stair soffit, iron columns, column cap, column base, I-beams, first floor beams, double row herring bone cross bridging.

*Exterior:*

Piers, outside sill, outside wall, chimney flashing, shingle, second story wall, porch column, deck roof (balcony), veranda balustrade, buttress, ridge board, finial, rake cornice, gable end, valley, cornice, pilaster.

**Fire Inspections**

Conduct inspections ensuring the protection of life and public safety of mixed-use or commercial buildings with accordance to the Milwaukee Code of Ordinances (MCO), the International Fire Code (IFC), and the Wisconsin Commercial Building Code (IBC).

Access and use Microfilm and EVAULT (electronic database for permit information).

Access Board of Zoning (BOZA) information and electronic database to identify special conditions for property inspection and use.

MCO 214-3

- IFC 107 (For all appliances, services, and systems present, testing and maintenance is required.)
- IFC 304 (No accumulation of combustible waste on the premises, and placed in an approved container and at an approved location.)
- IFC 305 (Adequate clearance provided between combustible materials and ignition sources.)
- IFC 308 (Approved use of propane grills, storage, and location.)
- IFC 315 (Combustible storage properly maintained including adequate clearances below ceiling, and heating devices, in an approved manner below stairs, in furnace and boiler rooms, and in height or excess.)
- IFC Chapter 4 (Ensure all requirements of the Emergency Planning and Preparedness code are reported in the facilities plan. For all required occupancies, fire evacuation plans showing emergency egress and escape routes, employee procedures, means used to notify occupants of emergency, facility contacts and responsible personnel, fire safety plans showing locations of fire hydrants, fire department access routes, floor plans, exits, accessible egress routes, areas of refuge, manual fire alarm boxes, portable fire extinguishers, hose stations and fire alarm annunciators and controls, and listings of hazards with a hazardous materials inventory statement and a hazardous materials management plan need to be included in the plan.)
- IFC Chapter 5 (Maintenance and signage of fire apparatus access roads if provided. Maintenance of exterior doors or opening for fire department access. And fire hydrants or fire lanes free from obstructions.)
- IFC 603 (Maintenance of heating systems, heat exchangers, and smoke and heat vents. Maintenance of boiler and mechanical equipment rooms including combustion air and safety controls.)
- IFC 604 (Maintenance and testing of emergency generator standby systems.)
- IFC 605 (Presence of required "ELECTRICAL ROOM" sign. Removal of prohibited extension cords (MCO 275-62), obstructions from electrical panels (MCO 222-01, Comm 16), improper wiring, and multiplugs.)

- IFC 608 (Maintenance of stationary storage batteries.)
- IFC 609 (Maintenance of commercial kitchen hoods (IMC).)
- IFC Chapter 7 (Inspect for the maintenance of fire-resistance-rated construction including walls, fire stops, shaft enclosures, partitions, smoke barriers, floors, fire-resistive coatings and sprayed fire-resistant joint systems, fire blocking and draft stopping. This includes the maintenance of enclosures with regard to make up air, vents, self closing devices; and maintenance of fire door assemblies including fusible links, hold open devices and closers, and closing and latching from an open position. Testing records of horizontal, vertical sliding, and rolling fire doors. Maintenance of self closing or automatic-closing opening protectives for floor openings and shafts.)
- IFC 803 (Maintenance of interior wall and ceiling finish and trim. Approved use of textiles on walls.)
- IFC 805 (Approved upholstered furniture and mattresses in Institutional buildings.)
- IFC 806 (Maintenance approved decorative vegetation in buildings, where allowed.)
- IFC 807 (Inspection of the presence of approved curtains, draperies, hangings and other decorative materials suspended from walls or ceilings in assembly, educational, institutional, and residential occupancies.)
- IFC 808 (Maintenance of metal waste containers in Group I-3 and foam plastic signs.)
- IFC 901 (Maintenance of fire alarm system. Clean and unobstructed sprinklers.)
- IFC 904 (Maintenance of fusible links.)
- IFC 906 (Inspection of portable fire extinguishers including service, proper size, required number of extinguishers, distance, location, approved mounting, and keep free of obstructions.)
- IFC 907 (Testing records of the fire alarm system.)
- IFC 1006 (Maintenance of emergency lighting.)
- IFC 1008 (Maintenance of exits doors. Inspect for proper hardware, door swing, encroachment, illegal locking devices, defective locks, and defective openings.)
- IFC 1011 (Maintenance of exit signs and lighting.)
- IFC 1014 (Maintenance of exit access.)
- IFC 1024 (Exit discharge leads to a direct, unobstructed access to the public right of way.)
- IFC 1028 (Maintain approved means of egress including exits and aisles free from obstructions; and maintain approved travel distance, panic hardware, and landings.)

MCO 214-3

Oil stained rags stored in non-combustible containers

MCO 214-7

Right of Entry

MCO 214-9

Approved operation of fire pits and open burning.

MCO 214-11 & IFC 313

Improper storage of gasoline or propane.

MCO 214-12 & IFC Chapter 30

Proper storage of compressed gas cylinders.

MCO 214-23

Testing battery-operated smoke alarms

MCO 214-27

Install and maintain smoke detectors in an approved manner with its listing.

MCO 244

Maintenance of projecting signs and billboards.

MCO 262-01, Comm 62

Carbon Monoxide Detectors

MCO 264-01, MCO 200-02, Comm 61

Gas clothes dryers with metal, rigid ducts.

MCO 264-67

Records of the service of fire suppression system. Testing of automatic fire suppression systems in commercial kitchens every 6 months.

***Department Programs***

Conducts required inspection and programmatic procedures with minimal supervision.

MCO 200-22

Abandoned properties in foreclosure

MCO 200-22

Rent with holding

MCO 200-51.7

Vacant Building Registration

MCO 200-52

Certificate of Code Compliance

MCO 200-53

Residential Rental Certificate

**Commercial Code Enforcement Inspector I, Step 4**

*To move to step 5, CCEI I, step 4 must obtain the Fire Inspector II Certification, obtain a thorough knowledge and understanding of the core competencies below, and meet or exceed the thresholds for advancement established in the quantitative core competencies.*

Identification and conducting proper protocol regarding the following:

***Exterior Maintenance***

Conduct inspections verifying continued maintenance on the exterior of the building with accordance to the Milwaukee Code of Ordinance (MCO) and the Wisconsin Commercial Building Code (IBC).

MCO 246

Manufactured Homes and Manufactured Home Facilities.

MCO 275-32-13

Façade

MCO 252-76

Security Barriers

### ***Interior Maintenance***

Inspect for maintenance in the interior of buildings with accordance to the Milwaukee Code of Ordinances (MCO) and the Wisconsin Commercial Building Code (IBC).

MCO 200-42

Take part in occupancy inspections.

MCO 275-20, 275-22 to 275-24

Maintenance of 2nd Class Dwellings (i.e. 2nd Class Dwellings, Rooming Houses, and Residential Living Facilities).

MCO 275-33

Keep unit vacant until certificate of code compliance received.

### ***Fire Inspections***

Conduct inspections ensuring the protection of life and public safety of facilities with accordance to the Milwaukee Code of Ordinances (MCO), the International Fire Code (IFC), and the Wisconsin Commercial Building Code (IBC).

MCO 214-3

- IFC 107 (Inspection for going over the population placard)
- IFC 308 (Approved open flame cooking, ceremonies, and performances)
- IFC 503 (Maintained access roads)
- IFC 504 (Access to roof provided)
- IFC 807 (Flame propagation performance of decorative materials, and fire retardant curtains.)
- IFC 1007 (Maintenance of approved areas of refuge.)
- IFC 1028 (Approved use of special exit doors)

Besides inspecting for maintenance of the general requirements from the IFC chapters 1 through 10, the Commercial Code Enforcement Inspector may have to inspect facilities that are addressed in the IFC chapter 11 through 44. These chapters contain additional requirements for very specific uses.

- IFC Chapter 11 Aviation Facilities (Inspect for ignition sources, additional requirements for portable fire extinguishers, fuel transfer, and electrical bonding.)

- IFC Chapter 13 Combustible Dust-Producing Operations (Inspect for precautions and explosion protection.)
- IFC Chapter 15 Flammable Finishes (Inspect for maintenance of the location and construction of the application, approved fire protection, housekeeping, ventilation, and sources of ignition.)
- IFC Chapter 19 Lumber Yards and Woodworking Facilities (Inspect for maintenance of waste removal, ignition sources, storage site, storage size, additional fire protection, and the review of emergency plans if needed.)
- IFC Chapter 20 Manufacture of Organic Coatings (Inspect for maintenance of approved electrical wiring, bonding, ventilation, process equipment, piping, and materials and product storage.)
- IFC Chapter 21 Industrial Ovens (Inspect industrial ovens and furnaces for maintenance including its location, fuel piping, interlocks, and fire protection.)
- IFC Chapter 23 High-Piled Combustible Storage (Inspect facility for an evacuation plan, and for storage requirements based on commodity classification thereby limiting the location, size and dimension, and any additional fire protection.)
- IFC Chapter 24 Tents, Canopies and Other Membrane Structures (Inspection of permanent structures for proof of flame propagation treatment and equipment stored and used in an approved manner.)
- IFC Chapter 25 Tire Rebuilding and Tire Storage (Inspect for maintenance of location and construction of tire rebuilding plants, prohibited sources of fire, fencing, fire protection, and approved outdoor and indoor storage.)
- IFC Chapter 26 Welding and Other Hot Work (Inspect temporary and fixed hot work areas for signage, protection of combustibles, and cylinder storage and use.)
- IFC Chapter 27 Hazardous Materials -- General Provisions (Proper storage of hazardous materials including quantities, containers, signage, location (indoor/outdoor, construction, control areas, enclosures or cabinets) and review of the Hazardous Materials Management Plan and the Hazardous Materials Inventory Statement.)
  - IFC Chapters 28 through 44 set additional storage requirements of specific hazardous materials.

MCO 200-33-17.5

Conduct inspections identifying hazards for the Fire Prevention Permit.

MCO 214-9

"Fire Openings" and "Fire escapes" signage posted.

MCO 214-19

Critical exam of fire escapes.

MCO 214-25 & IFC 310

"No smoking" signs posted in elevators.

MCO 214-33

Access-Controlled Egress Doors

MCO 214-35

Delayed-Egress Locks

MCO 236  
Hazardous Occupancies

MCO 245-3  
Identify and inspect covered openings for maintenance.

MCO 251 & IFC 903  
Maintenance and testing records for Fire Protection Systems including automatic sprinkler system and the standpipe system.

MCO 275-36  
Identification and maintenance inspection of underground vaults.

### ***Community Meetings***

#### **Commercial Code Enforcement Inspector II, Step 5**

*To move to step 6, CCEI II, step 5 must obtain either the Uniform Dwelling Code Plumbing Certification or the Uniform Dwelling Code Electric Certification obtain a thorough knowledge and understanding of the core competencies below, and meet or exceed the thresholds for advancement established in the quantitative core competencies.*

*OR*

*To move to step 6, CCEI II, step 5 must obtain a degree in Architecture, Engineering or other related field, obtain a thorough knowledge and understanding of the core competencies below, and meet or exceed the thresholds for advancement established in the quantitative core competencies.*

Identification and conducting proper protocol regarding the following:

MCO 275-36  
Below grade structure defective

### ***Department Programs***

Conducts required inspection and programmatic procedures with minimal supervision.

MCO 200-24  
Identify if a permit is required and make proper referral if one has not been obtained.

MCO 200-42  
New Occupancy

MCO 200-51  
Certificate of Occupancy for Rental Units

Inspection Warrant

Citations

## DEPARTMENT OF NEIGHBORHOOD SERVICES

### QUANTITATIVE CORE COMPETENCIES

#### COMMERCIAL CODE ENFORCEMENT INSPECTOR (CCEI)

Core competencies are measured throughout an inspector's tenure in DNS and at each pay step. Core competencies are used to evaluate an inspector's performance. This document outlines the core competency requirements for inspectors who wish to be considered for pay step advancement. The quantitative core competencies will be used to document an inspector's performance and used to determine if the inspector is meeting the department's expectations of job performance. In addition to meeting the core competency requirements, the inspector is required to obtain various certifications and/or pass certain examinations to be eligible for pay step advancement.

To be considered for advancement to a higher pay step, the inspector shall be consistently meeting each of the quantitative core competencies for at least the 3 consecutive months prior to his/her advancement request. Documentation of an inspector's performance along with confirmation of attainment of the required certifications and/or passed examination(s) shall accompany any request for advancement. Supervisors shall review the employee's performance documentation over the required timeframes along with certifications/testing documentation. This documentation shall be kept on file by the supervisor for each employee.

#### **Commercial Code Enforcement Inspector (CCEI)**

To advance to CCEI I - step 4, CCEI I - step 3 must achieve the following for at least 3 consecutive months prior to advancement into the next pay step:

- complete the one year probation period and fulfill probation requirements (if applicable)
- achieve 10 stops at least 75% of workdays and
- achieve a complaint response time of 10 work days or less in 80% of cases and
- perform reinspections of orders within 10 days of the compliance date in 75% of the cases and
- orders enforced\* within 35 days of compliance due date, including extensions, in 80% or more of cases

To advance to CCEI II - step 5, CCEI I - step 4 must achieve the following for at least 3 consecutive months prior to advancement into the next pay step:

- achieve 11 stops at least 85% of workdays and
- achieve a complaint response time of 10 work days or less in 85% of cases and
- perform reinspections of orders within 10 days of the compliance date in 80% of the cases and
- orders enforced\* within 35 days of compliance due date, including extensions, in 85% or more of cases

To advance to CCEI II - step 6, CCEI II - step 5 must achieve the following for at least 3 consecutive months prior to advancement into the next pay step:

- achieve 12 stops at least 90% of workdays and
- achieve a complaint response time of 10 workdays or less in 90% of cases and
- perform reinspections of orders within 10 days of the compliance date in 85% of the cases and

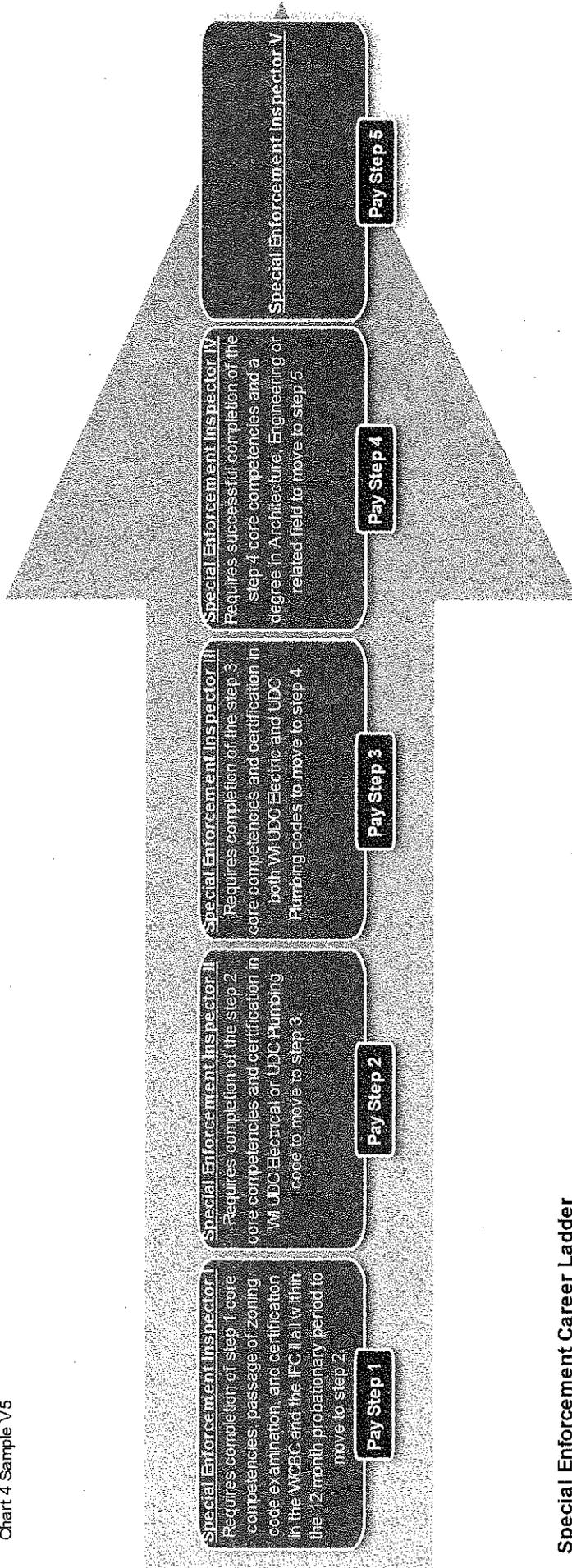
-orders enforced\* within 35 days of compliance due date, including extensions, in 90% or more of cases

\* For the purpose of this document "orders enforced" means that the order has been abated, forwarded to court, moved into the monthly reinspection program, referred to contractor, record closed, or dismissed.

**NOTE:** The above outlined quantitative core competencies have been established based on a current review and evaluation of department workloads, staffing, programs, policies, and resources. Management reserves the right to modify the quantitative core competencies, as necessary, to adjust for changes or additions of new and existing programs, changes to work duties and/or assignments, changes to laws and regulations, City ordinance changes, changes in department policy or procedures, changes to or elimination of program funding or budgets changes, and/or other factors that impact productivity.

# Department of Neighborhood Services Special Enforcement Career Ladder

Chart 4 Sample V5



## Special Enforcement Career Ladder Pay Range ZZZ - Includes 5 pay steps

Special Enforcement I inspectors will be paid at pay step 1.

Employees promoted to SE I inspectors (step 1) will be required to successfully complete the step 1 core competencies, obtain or possess certification in the Wisconsin Commercial Building Code and International Fire Code II and obtain a passing grade on a city of Milwaukee approved zoning code competency examination all within the one year probationary period to advance to step 2.

Advancement from step 2 to step 3 will require successful completion of the step 2 core competencies and attainment of the Wisconsin UDC Electrical or UDC Plumbing certification.

Advancement from step 3 to step 4 will require successful completion of the step 3 core competencies and attainment of both Wisconsin UDC Electrical and UDC Plumbing certifications.

An SE II inspector at step 4 will advance to pay step 5 upon successful completion of the step 4 core competencies and possession of a degree in Architecture or Engineering or related field from a school accredited and approved by DER.

**DEPARTMENT OF NEIGHBORHOOD SERVICES  
QUALITATIVE CORE COMPETENCIES**

**SPECIAL ENFORCEMENT INSPECTOR**

This document lists the technical knowledge requirements at each step in the Special Enforcement Inspector career ladder. Knowledge of these codes and the ability to apply them in uniform and appropriate manner is critical. In addition to these technical requirements DNS inspectors will be evaluated on the behaviors required for successfully performing their jobs. This will include providing good communication by exhibiting skill at both oral and written communication, active listening skills, adapting to the needs of a diverse audience, encouraging an open exchange of information and delivering clear and concise messages. Inspector will also be evaluated on their ability to deliver high quality customer service as evidenced by the inspector's responsiveness to inquiries, courteousness, and accessibility to both internal and external customers.

**Special Enforcement Inspector I, Step 1**

*To move to step 2, SEI I at step 1 must obtain certification in the Wisconsin Commercial Building Code, International Code Council (ICC) Fire Code II and successfully pass a Zoning Code examination, obtain a thorough knowledge and understanding of the core competencies below, and meet or exceed the thresholds for advancement established in the quantitative core competencies.*

Identification while conducting proper protocol regarding the following:

- Provide statistical tracking of complaint and violation history of targeted landlords.
- Meet management expectations by consistently completing required monthly reinspections.
- Develop a cooperative relationship with Community Prosecution Teams and other neighborhood organizations.
- Exhibit the ability to effectively research ownerships, history of property usage, and occupancies.

**Special Enforcement Inspector II, Step 2**

*To move to step 3, SEI II at step 2 must obtain certification in either the Wisconsin Uniform Dwelling Code Electrical OR Plumbing codes, obtain a thorough knowledge and understanding of the core competencies below, and meet or exceed the thresholds for advancement established in the quantitative core competencies.*

Identification and conducting proper protocol regarding the following:

- Collaborate with historically non-compliant owners/operators to develop an abatement plan for properties in violation.
- Develop a management plan which categorizes monthly reinspection cases into prioritized groups.
- Represent DNS in a public forum to address enforcement problems and strategies.
- Proper service of summons, citations, orders and other related court activities.
- Exhibit proficiency zoning code related to signage and parking requirements

**Special Enforcement Inspector III, Step 3**

*To move to step 4, SEI III at step 3 must obtain certification in both the Wisconsin Uniform Dwelling Code Electrical and Plumbing codes, obtain a thorough knowledge and understanding of the core*

*competencies below, and meet or exceed the thresholds for advancement established in the quantitative core competencies.*

Identification and conducting proper protocol regarding the following:

- Attain a compliance rate of 5% leading to a reduced number of non-compliant orders for targeted landlords.
- Initiate contact with owners of properties on monthly reinspections and develop a plan to gain compliance.
- Develop community outreach plans resulting in a positive neighborhood impact.
- Inspection and reinspections of court orders
- Exhibit proficiency in site and design standards

#### **Special Enforcement Inspector IV, Step 4**

*To move to step 5, SEI at step 4 must obtain a degree Architecture, Engineering or other related field, obtain a thorough knowledge and understanding of the core competencies below, and meet or exceed the thresholds for advancement established in the quantitative core competencies.*

Identification and conducting proper protocol regarding the following:

- Attain a compliance rate of 5% leading to a reduced number of non-compliant orders for targeted landlords.
- Provide evidence of successful case management of monthly reinspection files.
- Facilitate the development of an inter-departmental training program
- Successfully complete a minimum of 6 month training period in court section
- Exhibit proficiency in non-conforming uses, historic districts, and erosion control.
- Attain additional education or certifications pertinent to advanced inspection duties.

## DEPARTMENT OF NEIGHBORHOOD SERVICES

### QUANTITATIVE CORE COMPETENCIES

#### SPECIAL ENFORCEMENT INSPECTOR

Core competencies are measured throughout an inspector's tenure in DNS and at each pay step. Core competencies are used to evaluate an inspector's performance. This document outlines the core competency requirements for inspectors who wish to be considered for pay step advancement. The quantitative core competencies will be used to document an inspector's performance and used to determine if the inspector is meeting the department's expectations of job performance. In addition to meeting the core competency requirements, the inspector is required to obtain various certifications and/or pass certain examinations to be eligible for pay step advancement.

To be considered for advancement to a higher pay step, the inspector shall be consistently meeting each of the quantitative core competencies for at least the 3 consecutive months prior to his/her advancement request. Documentation of an inspector's performance along with confirmation of attainment of the required certifications and/or passed examination(s) shall accompany any request for advancement. Supervisors shall review the employee's performance documentation over the required timeframes along with certifications/testing documentation. This documentation shall be kept on file by the supervisor for each employee.

#### **Special Enforcement Inspector (SEI)**

To advance to SEI - step 2, SEI - step 1 must achieve the following for at least 3 consecutive months prior to advancement into the next pay step:

- complete the one year probation period and fulfill probation requirements (if applicable)
- achieve 12 stops at least 75% of workdays and
- achieve a complaint response time of 10 work days or less in 75% of cases and
- perform reinspections of orders within 10 days of the compliance date in 75% of the cases and
- orders enforced\* within 35 days of compliance due date, including extensions, in 75% or more of cases

To advance to SEI - step 3, SEI - step 2 must achieve the following for at least 3 consecutive months prior to advancement into the next pay step:

- achieve 13 stops at least 80% of workdays and
- achieve a complaint response time of 10 work days or less in 80% of cases and
- perform reinspections of orders within 10 days of the compliance date in 80% of the cases and
- orders enforced\* within 35 days of compliance due date, including extensions, in 80% or more of cases

To advance to SEI - step 4, SEI - step 3 must achieve the following for at least 3 consecutive months prior to advancement into the next pay step:

- achieve 14 stops at least 85% of workdays and
- achieve a complaint response time of 10 workdays or less in 85% of cases and
- perform reinspections of orders within 10 days of the compliance date in 85% of the cases and

-orders enforced\* within 35 days of compliance due date, including extensions, in 85% or more of cases

To advance to SEI - step 5, SEI - step 4 must achieve the following for at least 3 consecutive months prior to advancement into the next pay step:

-achieve 15 stops at least 90% of workdays and

-achieve a complaint response time of 10 workdays or less in 90% of cases and

--perform reinspections of orders within 10 days of the compliance date in 90% of the cases and

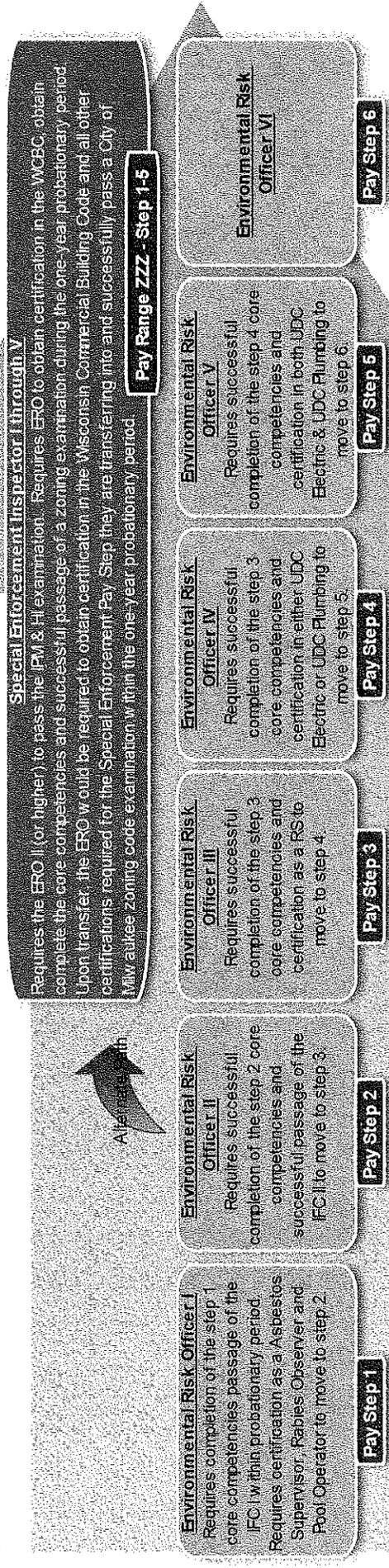
-orders enforced\* within 35 days of compliance due date, including extensions, in 90% or more of cases

\* For the purpose of this document "orders enforced" means that the order has been abated, forwarded to court, moved into the monthly reinspection program, referred to contractor, record closed, or dismissed.

**NOTE:** The above outlined quantitative core competencies have been established based on a current review and evaluation of department workloads, staffing, programs, policies, and resources. Management reserves the right to modify the quantitative core competencies, as necessary, to adjust for changes or additions of new and existing programs, changes to work duties and/or assignments, changes to laws and regulations, City ordinance changes, changes in department policy or procedures, changes to or elimination of program funding or budgets changes, and/or other factors that impact productivity.

# Department of Neighborhood Services Environmental Career Ladder

Chart 3 Sample V5



## Environmental Career Ladder

Pay Range YY - Includes 6 pay steps

Note: Environmental Career Ladder will progress along a career path that provides transfer opportunities into the code enforcement career ladder.

### Environmental Risk Officer

ERO I inspectors will be paid at step 1. ERO I inspectors are required to complete the step 1 core competencies and successfully pass the International Fire Code I examination within the initial 12 month probationary period. ERO I is not eligible for transfer to the Special Enforcement Career ladder.

ERO I inspectors will move to pay step 2 upon successful completion of the step 1 core competencies and certification as an Asbestos Supervisor, Rabies Observer, and Swimming Pool Operator.

ERO II inspector is eligible for promotion to ERO III (step 3) upon successful completion of the step 2 core competencies and passage of the International Fire Code II examination.

ERO III inspector is eligible for promotion to ERO IV (step 4) upon successful completion of the step 3 core competencies and passage of the Registered Sanitarian examination.

ERO IV inspector is eligible for promotion to ERO V (step 5) upon successful completion of the step 4 core competencies and certification in the UDC Electrical or UDC Plumbing code.

ERO V inspector is eligible for promotion to ERO VI (step 6) upon successful completion of the step 5 core competencies and certification in both the UDC Electrical and UDC Plumbing codes.

An ERO II or higher is eligible for competitive transfer to the Code Enforcement Career Ladder into Special Enforcement (steps 1-5). Prior to transfer the employee will be required to obtain certification in the International Property Maintenance & Housing Code. Upon transfer, the ERO would be required to obtain certification in the Wisconsin Commercial Building Code and all other certifications required for the Special Enforcement Pay Step they are transferring into and successfully pass a City of Milwaukee zoning code examination within the one-year probationary period.

**DEPARTMENT OF NEIGHBORHOOD SERVICES  
QUALITATIVE CORE COMPETENCIES**

**ENVIRONMENTAL RISK OFFICER**

This document lists the technical knowledge requirements at each step in the Environmental Risk Officer career ladder. Knowledge of these codes and the ability to apply them in uniform and appropriate manner is critical. In addition to these technical requirements DNS inspectors will be evaluated on the behaviors required for successfully performing their jobs. This will include providing good communication by exhibiting skill at both oral and written communication, active listening skills, adapting to the needs of a diverse audience, encouraging an open exchange of information and delivering clear and concise messages. Inspector will also be evaluated on their ability to deliver high quality customer service as evidenced by the inspector's responsiveness to inquiries, courteousness, and accessibility to both internal and external customers.

**Environmental Risk Officer I (Step 1)**

*To become an ERO II step 2, ERO I must obtain the International Fire Code I Certification, State of Wisconsin Asbestos Supervisor Certification, and Certified Pool Operator Certification, obtain a thorough knowledge and understanding of the core competencies below, and meet or exceed the thresholds for advancement established in the quantitative core competencies.*

Identification of proper maintenance or violations while conducting proper protocol regarding the following:

***Fire Inspections***

Protect life and public safety by inspecting, interpreting, and enforcing regulations on ***stand alone occupancies*** including Laundromats, Filling stations, and ***single floor Motels less than 50 rooms*** with selective accordance to the Milwaukee Code of Ordinances, International Fire Code, and Wisconsin State Codes.

**MCO 214 (Fire Prevention)**

- Comm 10, IFC 315 (Inspection of combustible storage under stairs, ceiling, sprinkler, and heating equipment clearance distances.)
- IFC 404 (Review of the approved Emergency Preparedness Plan and quarterly fire drill schedule.)
- IFC 503 (Signage providing address and unit numbers.)
- IFC 604 (Properly supplied primary and secondary power for emergency equipment.)
- IFC 605 (Obstructions to electrical panels.)
- IFC 903 (Inspection for obstructions to sprinkler heads.)
- IFC 906 (Inspection of fire extinguishers including quantity, servicing, tagging, mounting, type, and travel distances.)
- IFC 907 (Review of the annual fire and smoke alarm system reports.)
- IFC 1027 and IFC 1028 (Inspection of exits, egress paths, exit lights and illumination, emergency lighting, hallway lighting.)
- IFC Chapter 30 (Securing of pressurized cylinders.)

**MCO 214-27**

Inspection of location and number of smoke detectors.

**MCO 222 & IFC 7**

Inspection for illegal extension cords, missing electrical outlet cover plates, surge protectors, multi-taps, 3 prong to 2 prong conversions, and junction box covers.

**MCO 223 & IFC 7**

Inspection of boiler rooms and furnace rooms for holes in enclosure, penetrations, prohibited storage, and self-closing fire doors.

MCO 245-3

Identification of covered openings.

MCO 244-10

Inspection of projecting signs and billboards.

MCO 275-32

Exterior inspection for proper electrical wiring, and venting of heat sources.

DHS 195 (Wisconsin State Hotel and Motel Code)

Fire inspections of a fire doors operation, rating, self-closing, and obstructions. Inspection of exhaust pipe seals, connections, combustible storage. Inspection of space heaters and other isolated fire hazards, illegal door locks, emergency lights, emergency route orientation.

### ***License Inspections***

Inspect, interpret and enforce regulations for Laundromats, Hotels and Motels, Massage Establishments, Public Wading Pools, Waste Tire Generators, Waste Tire Transporters, and Filling Stations, including premises, exterior, and interior maintenance in accordance to Milwaukee Code of Ordinances and Wisconsin State Codes.

MCO 275-82 (Pests)

Identification of pest presence including, roaches, mice, rats, and bed bugs.

MCO 84-48 (Waste tires generator/transporter)

Valid license, delivery to tire disposer or transporter, disposal manifest records, tires marked or branded, tire storage, and proper occupancy.

MCO 275-32 (Exterior building structure maintenance)

Including painting, siding, gutters, roofing, signage, pest control and extermination, window glass, window screens, illegal exit hardware, electrical wiring, cover plates, proper venting, address numbers, and exterior illumination.

DHS 195 (Hotel / Motel)

Inspection for sanitation and supply of hot and cold water, back flow prevention, sewage and drainage, soap, towels, bed sheet size and fold back, linen storage, designated bathrooms, drinking water, approved waste disposal, cleanliness of furnishings, glass storage, glass protection, ice storage, handling, and equipment, utensil sanitation, interior illumination, interior maintenance and cleaning, ceilings, walls, flooring, room size, interior pest control, guest registration, phone rates, room rates, emergency notices, smoking negligence, and other fire safety signage (extinguisher signs, pull station signs, emergency phone signs etc).

Comm 54-12 (Public Restroom)

Inspection for a functioning toilet, sink, illumination, waste disposal, toilet paper, soap, locking door, proper sanitation, means to dry hands, and demarcation signage.

MCO 75-1 (Laundromat)

Inspection for valid licensing for, and proper occupancy, owner contact info, hours of operation, proper washing machine drainage, impervious flooring, illumination, sanitation, waste disposal, and rear entrance illumination.

MCO 79 and MCO 236 (Solid waste regulations and Filling Stations)

Inspection for proper licensing and occupancy, proper commercial waste disposal dumpsters, hazardous chemical discharges, auto fluid discharges, commercial litter, waste containers at pumps, and oil absorbent materials.

MCO 224.2-1 Snipe advertising

MCO 75-21 (Massage Establishments)

Inspection for proper licensing and occupancy, premise and professional liability insurance, proper lighting, impervious massage table, unlocked doors, hours of operation, proper clean and dirty linen storage, prohibition of lewd and illegal activity, and adequate wash basins.  
Proficient use of the photometer.

#### MCO 75-20

Inspection for license posting, pool capacity posting, required attendant, circulation warning device, automatic water level control, extra strainer and filter, trained operator, drinking fountain, and temperature gauges.

- DHS 172 (Inspection for approved test kit, automatic acid and disinfectant feeders, and testing of pH, chlorine, combined chlorine, alkalinity, clarity, and temperature. Inspection of emergency phone, first aid kit, and pool locks, doors, and gates to prevent unauthorized pool access. Inspection of operator proficiency in record keeping of daily chemical testing logs, pool closures, and chemical adjustments. Review the monthly periodic chemical reports.)

Proficient use of the Taylor pool test kit.

### ***Permit Inspections***

Protect public and worker safety by inspecting, enforcing and providing technical changes and/or support to Exterior Masonry Cleaning permits and *1-3 day Asbestos abatement permit* inspections involving only *non-regulated* asbestos containing materials in accordance to the Milwaukee Code of Ordinances.

#### MCO 80-29 (Masonry Cleaning)

Inspection for spill containment, chemical neutralization, splash control, diking of containment, proper permits, proper worker gloves, shielding, eye and hand protection, and regulated areas. Approved work practices to minimize over spray to keep solution or sand close to building.

Proficient use of pH strips for acidity/alkalinity testing.

#### MCO 66-12 (Asbestos Hazards)

Inspection for proper sampling report, proper abatement methods, Operations and Maintenance work, encapsulation, visual clearances, and OSHA mandated personal sampling, and properly sampling of suspect asbestos containing material with subsequent laboratory chain of custody. Inspection of respirators being used, disposable coverings, leak tight double bagged goose-necked waste bags, glove-bagging, proper containment, approved decontamination unit, and the presence of a competent person and supervisor. Posting of required asbestos signage, warning tape for regulated areas, critical barriers, and waste load out areas.

- DNR 447 (Inspection for appropriate notification, control of asbestos emissions, and proper disposal of ACM, generator waste labels, waste manifests, wet and other approved abatement control methods, and other required notifications.)
- DHS 159 (Inspection for State issued ID cards - Asbestos supervisor, worker, roofer, etc. and appropriate notification, and occupant protection plan.)

### ***Complaints***

Conduct inspection regarding complaints on any of the license or permit programs conducted by an ERO, and noise nuisances, noise variances, light nuisances, and waste oil in accordance to the Milwaukee Code of Ordinances or other State or Federal codes adopted by Milwaukee.

#### MCO 66-12 (Asbestos)

Inspect residential properties where there may be damaged asbestos containing materials present, or where suspect asbestos containing materials are being improperly abated, and where suspect ACM waste is not properly stored or being disposed of. Conduct inspections on properties where asbestos abatement is occurring without a permit.

#### MCO 80-60 (Noise Nuisance)

Follow up with the complainant and issue orders when a non-measurable noise complaint is received. Inform the complainant of the process for petition for the commencement of prosecution if the noise situation is not rectified.

#### MCO 80-66 (Noise Variance Permits)

Perform inspections of the site per the submitted plan, hours of noise production, flyer contact information, flyer distribution, amplification equipment and sound direction. Also inspect for any Aldermanic petition requirements and notify the Alderman's office and requestor of recommended changes or additional requirements to the noise variance permit application.

MCO 80-19 (Residential Light Nuisances)  
Inspection of glare or spill light.

MCO 79-12 (Waste Oil)  
Waste oil or anti-freeze being improperly disposed of.

### **Environmental Risk Officer II (Step 2)**

*To become an ERO III step 3, the ERO II must obtain the International Fire Code II Certification, obtain a thorough knowledge and understanding of the core competencies below, and meet or exceed the thresholds for advancement established in the quantitative core competencies.*

Identification of proper maintenance or violations while conducting proper protocol regarding the following:

#### ***Fire Inspections***

Protect public and worker safety by inspecting, interpreting, and enforcing regulations for **multi- occupancy facilities, including Laundromats, Filling stations, Dry Cleaners, Hotel and Motels with less than 100 rooms**, and ancillary structures in accordance to the Milwaukee Code of Ordinances, the International Fire Code, and Wisconsin State Codes.

#### MCO 214

- IBC 715 (Inspection of fire door integrity, self-closing devices, rating, and operation.)
- Comm 10, IFC 315 (Inspection for illegal storage of combustible materials within storage rooms, basements, attics, closets, maintenance rooms, electrical rooms, furnace rooms, and boiler rooms.)
- IFC 404 (Inspection of the Emergency Preparedness Plan and quarterly fire drill schedules including the review of egress routes, primary and secondary evacuation areas, fire lanes, hydrant location.)
- IFC 607 (Elevator recall)
- IFC 603 (Electrical, Maintenance, Machinery rooms)
- IFC chapter 27 (Chemical storage rooms.)
- IFC 807 (Inspection of Flame retardant furnishings including draperies, curtains, and decorative materials in rooms for public safety and fire prevention.)
- IFC 905 unobstructed stand pipe connections.
- IFC 907 (Review of the annual fire and smoke alarm system reports, including review of alarm panels, horns, bells, sirens, supervisory stations, magnetic locks, fuse-able links, laundry chutes, pull stations, signaling devices, and annunciating devices.)
- IFC 3809 LP (Inspection of storage tank location and distances to exits and pumps.)

#### MCO 200-33-17.5 (Fire Prevention Permits)

Identify, assess, and enforce fire, hazardous, toxic, and carcinogenic chemical storage regulations within licensed occupancies.

- IFC 2701.5.1 (Hazardous Material Management Plans --HMMP)  
Review chemical, perchlorethylene, oxidizer, and acid storage requirements for HMMP (Hazardous Material Management Plans) in Public pools, Filling Stations, and Dry Cleaning Establishments.
- IFC 2701.5.2 (Hazardous Material Inventory Statements --HMIS)  
Review chemical, perchlorethylene, oxidizer and acid storage requirements HMIS for Hotel pools, Public pools, Filling Stations, and Dry Cleaning Establishments.

#### MCO 214-11

- IFC 313 (Inspection of propane grills and charcoal grills in licensed occupancies.)

#### MCO 251 (fire prevention/smoke detectors/sprinklers)

- IFC 903 (Review multiple hard-wired smoke and heat detectors, and sprinklers sensitivity and functional testing report.)

#### MCO 252-1

Ballroom, conference, tavern, restaurant, nightclub, and meeting room capacity signs

MCO 257-9.3

Inspection for illegal cooking devices such as hot plates.

MCO 262 (CO detector)

- Comm 62 (Testing reports for all gas operated appliances including stoves in hotel room units, restaurants, fireplaces, underground garages, boiler, water heater, and furnace rooms.)

MCO 275-32

Exterior siding inspection and determination if a façade critical examination has been conducted.

MCO 214 (Dry Cleaning Establishments)

- IFC 12 (Inspection for Material Safety Data Sheets (MSDS), vents, piping, pumps, machines, stills, filters, appurtenances, valves, coolers, belts, drains, spill containment, fire suppression or extinguishers, chemical container storage and labeling, electrical system maintenance, dry cleaning equipment maintenance, solvent and flash point prohibitions, equipment nameplates, equipment leakage, storage of hazardous waste and lint, disposal of hazardous waste, waste manifests, proper operating procedures, proper ducting, no smoking signage, and exhaust requirements.

### ***License Inspections***

Protect public and worker safety by inspecting, interpreting, and enforcing licensing regulations ***multi-occupancy structures including Hotels less than 5 – 50 rooms, Filling Stations, Public Pools without water features or water attractions, and Dry Cleaning Establishments*** with accordance to the Milwaukee Code of Ordinances, and State Codes.

MCO 75-20 (Public swimming pools)

Inspection of pool lining, deck, walkways, drainage, pool rules, drinking fountain, ventilation, lighting, restrooms, refuse containers, walls, floors, and ceilings.

- DHS 172 (Safety, maintenance and operation of public pools)  
Inspection of weir doors, skimmers, equalizers, inlets, depth markings, hand rails, stairs, dive boards, main drains, emergency phones, first aid kits, blankets, ring buoys, shepherd crooks, lifeguard stands, lifeguard identification, lifeguard equipment, lifelines, and boundary lines. Inspection of re-circulation systems including pipes, valves, filters, flow meters, automatic water level controls, proper chemical storage, labeling, and separation, emergency shut-off switches, warning lights, water heater equipment, hair strainers, temperature, and pressure gauges.  
Act as an agent of DHS by reviewing, interpreting, and providing technical support in regards to pool inspection reports including:
  - Lifeguard staffing plans, Lifeguard/First aid and CPR credentialing,
  - CDC (Center for Disease Control) fecal accident protocols
  - Death, injury, and illness reports.
  - Pool operating procedures, pool back-washing procedures, and pool closing procedures.
  - Material Safety Data Sheets (MSDS)

MCO 76-20 (Dry Cleaning Establishments)

Review and interpret the annually mandated OSHA perchlorethylene worker testing reports. Inspection for solvent vapors, employee exposure monitoring via PEL's or TLV, current licensing and occupancy, dry cleaning equipment maintenance, proper respiratory equipment, measurement of general and emergency exhaust, emergency numbers, impervious flooring, emergency switch signage, leak containment systems, diked areas and holding tanks, filter residue manifests, and operating procedures.

Proficient use of the veloci-calc for ventilation requirements.

MCO 79-2.9 (Waste)

Proper disposal of manufactured wastes including, vehicle batteries, automobile fluids, oil, and hazardous chemicals.

### ***Permit Inspections***

Inspect, enforce and provide technical changes and/or support asbestos permits < 10 days and ***remediation or renovation projects*** in accordance to Milwaukee Code of Ordinances and State Codes.

MCO 66-12 (Asbestos hazards)

Including the aforementioned competencies from Level II, inspect for wet methods, critical barriers, secured areas, and approved abatement practices. HVAC venting sealed, asbestos adequately wetted, prohibited items not in containment, area sampling, personal air sampling, and air clearance sampling. Asbestos permit present, presence of a 3 stage decontamination unit, showers, with filter, GFI and temporary power, daily employee log, competent person and supervisor present, worker negative exposure history report, proper negative pressure enclosure, proper manometer, and negative air machines.

- DNR 447 (Inspection for asbestos sampling reports.)
- AHERA (Asbestos Hazard Emergency Response Act) Inspection for 5 stage decontamination unit, agitated TEM clearances, and proper abatement methods in primary and secondary schools.
- OSHA 29CFR1910.314 (Inspection for respiratory protection program, correct respirator use, half face, full face and PAPR respirators.)
- OSHA 29CFR1926.1101 (Inspection for asbestos workers safety in the construction industry.)

### ***Complaints***

Inspect, enforce, and provide technical support to *measurable* noise complaints including, and, as well as any of the aforementioned programs conducted by the ERO, in accordance to the Milwaukee Code of Ordinances.

MCO 80-60 (Noise Nuisances)

Inspection of noise nuisances of construction sites, air conditioners, deliveries, and generators.  
Proficient use of the Sound Level Meter.

79-12 (Waste)

Investigate waste oil and auto fluid dumpings and coordinate with DPW and state agencies for remediation.

### ***Witness Testimony***

Provide witness testimony on behalf of the Department at Milwaukee's Municipal Court.

### **Environmental Risk Officer III (Step 3)**

*To become an ERO IV step 4, the ERO III must obtain the Wisconsin Registered Sanitarian License, obtain a thorough knowledge and understanding of the core competencies below, and meet or exceed the thresholds for advancement established in the quantitative core competencies.*

Identification of proper maintenance or violations while conducting proper protocol regarding the following:

### ***Fire Inspections***

Inspect, interpret, and enforce fire inspections on *multi-occupancy multi-story—Hotels with 100 - 250 rooms* in accordance to MCO, IFC, and State codes.

MCO 214-3

- IFC 308 & DHS 195 (Inspection for prohibited cooking equipment, roof top patios and storage.)
- IFC 404.2 (Multi-occupancy Multi-story—high rise Emergency preparedness plans)
- IFC 605 (Review Back-up generator testing reports (NFPA 110) of primary and secondary power for exit egress and emergency illumination.)
- IFC 701 (Maintenance of fire resistance rated construction such as fire blocking, fire stopping, draft stopping, smoke barriers and fire curtain requirements.)
- IFC 903 (On site Supervisory stations, remotely monitored fire alarm stations.)
- IFC 904 (Inspection of all approved fire suppression systems are present for commercial kitchens including Ansul systems, hoods, and Class K fire extinguishers.)
- IFC 1003 (Unobstructed exit doors, unobstructed egress stairwells, and demarcated with floor numbers.)
- IFC Chapter 27 (Chemical room storage including fire cabinets and other fire rated rooms.)  
IBC Chapter 7 (Inspection for holes in enclosure, penetrations, illegal storage, separations of fire and chemical hazards, and self-closing doors.)

MCO 200-42 (Occupancy and use)

Ensure proper occupancies within licensed facilities and referral of illegal large scale occupancies to Zoning.

MCO 214 (Fire escapes)

Review the 5 year critical exam on the fire escape(s).

### ***License Inspections***

Inspect and issue written orders for Campgrounds, Coin Operated Picture Houses, Waste Tire Transporters, public swimming pools ***with water features and water attractions***, and additional ancillary structures including publicly accessible collection bins in accordance to the Milwaukee Code of Ordinances and State Codes.

MCO 64 (Campgrounds)

- DHS 178 (Inspection for fire extinguisher type, quantity and travel distance, water supply, back flow protection, sanitation, proper electrical and plumbing hook-ups, sanitary station separation distance, lighting, waste disposal, restrooms quantity per campsite and distance, and proper licensing.)

MCO 80-3 & MCO 83-5 (Coin Operated Picture Houses)

Valid licensing, quarterly inspection of sanitation of viewing booths, lighting, exit egress, fire suppression, operating machines, and prohibition of lewd and illegal activity.

MCO-84-48 (Waste tires generator/transporter)

Review and match transporter semi-annual records to unlicensed waste tire generators.

MCO 75-20 (Swimming Pools)

- DHS 172 & Comm 90 (Inspect water attractions and water features including jets, sprayers, levers, knobs, buttons, basins, buckets, buoys, boundary walls, decks, climbable structures, drains, inlets, and staffing plans.)

Investigate drowning's within licensed public pools.

- Act as an agent of the State of Wisconsin and conduct drowning and near drowning investigations for the Department of Health Services (DHS).
- Conduct the DNS's City of Milwaukee Drowning Investigation.

MCO 239-13 (Collection Bins)

Proficient knowledge of zoning, setbacks, Map Milwaukee, accurate tape measurements, investigation of illegal collection bin use and prosecution. Inspection of collection bin size, collection bin surfacing, proper signage, proper bin notification statements, proper collection bin maintenance, proper collection bin distances, and proper permitting.

### ***Permit Inspections***

Inspect, enforce and provide technical changes and/or support to ***Private Pool Construction Permits*** and ***Asbestos permits*** >10 days in accordance to Milwaukee Code of Ordinances and Wisconsin State Codes.

MCO 75-20 (Swimming Pool)

Site plans involving accurate tape measurements of clearance distances to residential ancillary structures, set backs, lot lines, under ground or above ground electrical wiring, and telecommunication cables, back flow prevention, and an approved enclosure.

Ensure proper electrical permits pulled and plan review compliance with installation of private pool.

Ensure life and safety regulations to prevent drownings in accordance to MCO 75-20.

MCO 66-12 (Asbestos)

Conduct inspection for compliance of the aforementioned competencies, conduct reviews of Asbestos sampling reports, and inspect demolition permits and occupancy permits for illegal asbestos abatement.

Act as an agent for the Department of Natural Resources (DNR), by preparing and writing NESHAP (National Emission Standards for Hazardous Air Pollutants) reports.

### ***Complaints***

Inspect, enforce, and provide technical support to large scale noise variances, as well as any of the aforementioned programs conducted by the ERO, in accordance to the Milwaukee Code of Ordinances.

MCO 80-67

Perform site inspections for large-scale music festivals, such as Summerfest, street day festivals, church festivals, and other events and notify the Alderman's office and requestor of any recommendations or additional requirements in order to obtain the noise variance.

MCO 79-12

Investigate waste tire dumping.

### **Environmental Risk Officer IV (Step 4)**

*To become an ERO V step 5, the ERO IV must obtain either the Uniform Dwelling Code - Electric or Uniform Dwelling Code - Plumbing Certification, obtain a thorough knowledge and understanding of the core competencies below, and meet or exceed the thresholds for advancement established in the quantitative core competencies.*

Identification of proper maintenance or violations while conducting proper protocol regarding the following:

#### ***Fire Inspections***

Inspect, interpret, and enforce fire inspections *multi-occupancy, high rise Hotels with >250 rooms* in accordance to MCO, IFC, and State ordinances.

MCO 214-3

- IFC 907 (Inspection of the annual fire and smoke alarm system reports including information on multiple types of zones and alarm enunciators, detectors, control panels, magnetic locks, monitored and unmonitored systems.)
- IFC 404.2 (Review of the Emergency Preparedness Plans and quarterly fire drill schedules including fire lanes, larger fire escapes, primary and secondary evacuation areas and areas of refuge, and any Fire Command Center requirements)
  - IBC 1011 (Exit signs illumination and emergency power)
  - IBC 1006 (Egress illumination)
  - IBC 1003 (Illumination Emergency Power)

#### **Identify, assess, and enforce hazardous, toxic, and carcinogenic chemical storage regulations.**

- IFC Chapter 26 (Acetylene hot work repair and HMMP & HMIS)
- IFC Chapter 27 (Boiler/steam system disinfectants (acidic) in large quantities and associated HMMP & HMIS.)
- IFC Chapter 27 (Fire rated rooms for chemicals, fire rated large volume storage enclosures, and equipment repair areas including paint finishing, varnishing, cement, asphalt, and combustible storage for larger facilities.)

#### ***License Inspections***

Inspect, interpret, and enforce regulations in Hotels, Motels, Dry Cleaning Establishments, Laundromats, Filling Stations, and Public Swimming Places *with water attractions* in accordance to Milwaukee Code of Ordinances and State Codes.

Nuisance Properties

Conduct license compliance inspections when a Hotel, Motel, Filling Station, or Massage Establishments is declared a Nuisance Property by the Milwaukee Police Department.

MCO 75-20 (Swimming Pools)

- DHS 172 & Comm 90 (Inspection of aforementioned regulations and additionally for surfacing, drains, inlets, play features, water sprayers, stairs, ladders, mechanical water jets, diving areas in water attraction areas.)

#### ***Permits Inspections***

Inspect, enforce and provide technical changes and/or support to large-scale *Brownfield remediation* or Industrial facilities *renovation or demolition* involving asbestos permits at *1% cost of total abatement*, and for *public pool modifications* in accordance to Milwaukee Code of Ordinances and State Codes.

MCO 66-12 (Asbestos Hazards)

Along with the aforementioned competencies, inspect multi-story, multi-structures undergoing renovation or demolition. Review sampling reports, perimeter air sampling, and request further suspect asbestos sampling. Review, interpret, and consult with intra-department and inter-department agencies including Condemnation, Construction, Special Enforcement-Zoning, and DPW for further abatement.

Consult with State agencies including DNR and DHS for suspect asbestos quantity adjustments, and cross referencing DHS Notifications.

**Inspect and notify the DNR involving other hazardous chemical discharges including:**

- Prohibited Lead-based paint used as ground fill
- Mercury (electrical switches and gauges on boilers)
- Polychlorinated bi-phenols (PCB's) in electrical power transformer boxes
- Underground storage tanks and other chemical or waste drums.
- Underground wells and cisterns

**MCO 75-20 (Swimming Pools)**

- Comm 90 (Inspection of modification permits on behalf of the Department of Commerce Public Swimming Pools and Water Attractions Code to plumbing, drains, pool lining, basins, decks, piping, pumps, drains, inlets, valves, filters, feeders, skimmers, water heaters, approved back flow prevention, hose bibs, water fountains, sinks, toilets, showers, and sanitation of water supply, and other mechanical equipment.)
- Federal Pool and Spa Act (Inspection of modification permits ensuring compliance of the Virginia Gramme Baker Act.)
- UDC plumbing (Inspection of modifications ensuring the approved plumbing plans are being followed.)

**Complaints**

Perform site inspections for *Permanent Noise Variances* and any of the aforementioned programs conducted by the ERO in accordance to the Milwaukee Code of Ordinances

**MCO 80-76**

Conduct annual inspections on industries that have received a permanent noise variance ensuring requirements are being followed, processes remain the same, and any new noise producing equipment is addressed.

**Environmental Risk Officer V (Step 5)**

*To become an ERO VI step 6, ERO V must obtain both the Uniform Dwelling Code - Electric and Uniform Dwelling Code - Plumbing Certifications, obtain a thorough knowledge and understanding of the core competencies below, and meet or exceed the thresholds for advancement established in the quantitative core competencies.*

Identification of proper maintenance or violations while conducting proper protocol regarding the following:

**Fire Inspection**

Inspect, interpret, and enforce all the above regulations of Hotels, Motels, Filling Stations, Dry Cleaning Establishments, and Laundromats during *new construction* in accordance to Milwaukee Code of Ordinances, the Wisconsin Commercial Building Code, and the International Fire Code.

Conduct a full fire inspection on *new construction* involving the above licensed occupancies in accordance to IFC, IBC, NFPA, and MCO 214 and all the above regulations and licensing to ensure life, fire, and public safety.

- Review, interpret, and consult with intra-department sections including Special Enforcement-Zoning, Construction, Electrical, Plumbing, Sprinkler, and Elevator to ensure proper completion and occupancy.

**License Inspections**

Conduct inspection as an agent for the Department of Health Services (DHS), by conducting *waterslide, plunge pool, drop slide, run-out slide, and children's slide inspections* in accordance to DHS 172.

**MCO 75-20**

- DHS 172 (Inspection of ladders, stairs, slide plumes, slide discharges for sharp, protruding, or overhanging objects. Inspection of slide re-circulation systems, slide/flume material condition, seams, fastener hardware, footings, tower and

stair handrails, fencing, netting, ropes, support structures, water attraction and slide life guard staffing. Inspection for defective, improper, worn, or missing parts and maintenance of all water attraction play features, water slides, plunge pools, water slide records, and equipment.)

- DHS 172, UDC-Plumbing, & UDC-Electric (Inspection of re-circulation systems, electrical inter-connection of feeders and re-circulation pumps, proper ORP (oxidation reduction potential) meter functionality, chemical feed tanks, tank labeling and storage, filtration systems, disinfectant systems, acid feeder systems, lighting, ventilation, heating, signage, first aid kits, locker rooms, restrooms, showers, skimmers, gutters, valves, gates, doors, locks, fencing, and pool operation.)

### ***Permit Inspections***

Inspect, enforce and provide technical support for all ***NEW pool construction*** permits and pool plan review in accordance to Milwaukee Code of Ordinances, State of Wisconsin Swimming Pool Construction Code, Electrical and the Plumbing Code.

#### **MCO 75-20**

- Comm 90, UDC-Electric, & UDC-Plumbing (Inspection of new construction involving measurement compliance and construction location of plumbing, valves, water flow direction, pool lining, basins, inlets, pipe diameter, pumps, main drains, walls, decks, deck drainage, flooring, surfacing, depth markings, lighting, setbacks and clearances, stairs, ladders, railings, diving blocks, life guard chairs, diving areas, obstructions and distances, and water attraction areas. Inspection for electrical connection for junction boxes, cover plates, switches, warning lights, acid and disinfectant feeder equipment, electrical automatic water level control, emergency shut-off switches, and proper proportional water flow through drain and skimmer. Proper back flow prevention, air gaps, drains, hose bibs, water fountains, sinks, toilets, showers, and sanitation of water supply.)
- Federal Pool and Spa Act (formerly Virginia Gramm Baker Act) Inspection of main drains, equalizer openings, and re-circulation drains for hair, limb, and body entrapment.

### ***Witness Testimony***

Testify in court hearings regarding asbestos citations issued by the Department of Natural Resources on behalf of the Wisconsin State Department of Justice or the Wisconsin Department of Natural Resources.

## DEPARTMENT OF NEIGHBORHOOD SERVICES

### QUANTITATIVE CORE COMPETENCIES

#### ENVIRONMENTAL RISK OFFICER

Core competencies are measured throughout an inspector's tenure in DNS and at each pay step. Core competencies are used to evaluate an inspector's performance. This document outlines the core competency requirements for inspectors who wish to be considered for pay step advancement. The quantitative core competencies will be used to document an inspector's performance and used to determine if the inspector is meeting the department's expectations of job performance. In addition to meeting the core competency requirements, the inspector is required to obtain various certifications and/or pass certain examinations to be eligible for pay step advancement.

To be considered for advancement to a higher pay step, the inspector shall be consistently meeting each of the quantitative core competencies for at least the 3 consecutive months prior to his/her advancement request. Documentation of an inspector's performance along with confirmation of attainment of the required certifications and/or passed examination(s) shall accompany any request for advancement. Supervisors shall review the employee's performance documentation over the required timeframes along with certifications/testing documentation. This documentation shall be kept on file by the supervisor for each employee.

#### **Environmental Risk Officer (ERO)**

To advance to an ERO II – step 2, ERO I – step 1 must achieve the following for at least 3 consecutive months prior to advancement into the next pay step:

- complete the one year probation period and fulfill probation requirements
- achieve 12 stops at least 75% of workdays and
- achieve a complaint response time of 10 work days or less in 80% of cases and
- perform reinspections of orders within 10 days of the compliance date in 75% of the cases and
- orders enforced\* within 35 days of compliance due date, including extensions, in 75% or more of cases
- exhibit successful completion of 15 asbestos permit projects

To advance to an ERO III – step 3, the ERO II – step 2 must achieve the following for at least 3 consecutive months prior to advancement into the next pay step:

- achieve 10 stops at least 80% of workdays and
- achieve a complaint response time of 10 work days or less in 85% of cases and
- perform reinspections of orders within 10 days of the compliance date in 75% of the cases and
- orders enforced\* within 35 days of compliance due date, including extensions, in 80% or more of cases

To advance to an ERO IV – step 4, the ERO III – step 3 must achieve the following for at least 3 consecutive months prior to advancement into the next pay step:

- achieve 7 stops at least 85% of workdays and
- achieve a complaint response time of 10 work days or less in 85% of cases and

perform reinspections of orders within 10 days of the compliance date in 80% of the cases and

-orders enforced\* within 35 days of compliance due date, including extensions, in 80% or more of cases

-exhibit successful completion of five private pool construction permits (including modifications)

To advance to an ERO V – step 5, the ERO IV – step 4 must achieve the following for at least 3 consecutive months prior to advancement into the next pay step:

-achieve 7 stops at least 90% of workdays and

-achieve a complaint response time of 10 workdays or less in 85% of cases and

perform reinspections of orders within 10 days of the compliance date in 85% of the cases and

-orders enforced\* within 35 days of compliance due date, including extensions, in 85% or more of cases

-exhibit successful completion of 3 public pool modification permits

To advance to an ERO VI – step 6, the ERO V – step 5 must achieve the following for at least 3 consecutive months prior to advancement into the next pay step:

-achieve 7 stops at least 90% of workdays and

-achieve a complaint response time of 10 workdays or less in 90% of cases and

-perform reinspections of orders within 10 days of the compliance date in 90% of the cases and

-orders enforced\* within 35 days of compliance due date, including extensions, in 90% or more of cases

-exhibit successful completion of 2 public pool construction permits

\* For the purpose of this document “orders enforced” means that the order has been abated, forwarded to court, moved into the monthly reinspection program, referred to contractor, record closed, or dismissed.

**NOTE:** The above outlined quantitative core competencies have been established based on a current review and evaluation of department workloads, staffing, programs, policies, and resources. Management reserves the right to modify the quantitative core competencies, as necessary, to adjust for changes or additions of new and existing programs, changes to work duties and/or assignments, changes to laws and regulations, City ordinance changes, changes in department policy or procedures, changes to or elimination of program funding or budgets changes, and/or other factors that impact productivity.

**Career Ladder Summary** Revised 1-6-2012

**Non-competative career path  
(Items required to move to next step)**

Job Title	Steps	Competative career path
Intern	Pay Range 529 Pay Step 1 1) Training requirements 2) Core competencies 3) Supv. Sign off	
Property Maintenance Inspector I	Pay Range XXX Pay Step 1 1) Core competencies 2) International Property Maintenance & Housing Inspection	
Property Maintenance Inspector II or Commercial Code Enforcement Inspector I	Pay Range XXX Pay Step 2 1) Core competencies 2) International Fire Code I	
	Pay Range XXX Pay Step 3 1) Core competencies 2) WI Commercial Building Code	Eligible for competitive promotion to Special Enforcement (Range ZZZ step 1). Candidate must complete the core competencies, pass a zoning code examination and obtain certification in the WI Commercial Building Code and IFC II within the one-year probationary period.
	Pay Range XXX Pay Step 4 1) Core competencies 2) International Fire Code II	Eligible for competitive promotion to Special Enforcement (Range ZZZ step 1). Candidate must complete the core competencies, pass a zoning code examination and obtain certification in the IFC II within the one-year probationary period.
Property Maintenance Inspector III or Commercial Code Enforcement Inspector II	Pay Range XXX Pay Step 5 1) Core competencies 2) UDC Electric or UDC Plumbing - or - 1) Core Competencies 2) Degree in Architecture or Engineering	Eligible for competitive promotion to Special Enforcement (Range ZZZ step 1). Candidate must complete the core competencies and pass a zoning code examination within the one-year probationary period.
	Pay Range XXX Pay Step 6 1) Core competencies	Eligible for competitive promotion to Special Enforcement (Range ZZZ step 1). Candidate must complete the core competencies and pass a zoning code examination within the one-year probationary period.
Special Enforcement Inspector I	Pay Range YYY Pay Step 1 1) Core competencies 2) Passage of Zoning Code examination 3) WI Commercial Building Code 4) International Fire Code II	
Special Enforcement Inspector II	Pay Range YYY Pay Step 2 1) Core competencies 2) WI UDC Electrical or UDC Plumbing	
Special Enforcement Inspector III	Pay Range YYY Pay Step 3 1) Core competencies 2) Both UDC Electrical & UDC Plumbing	
Special Enforcement Inspector IV	Pay Range YYY Pay Step 4 1) Core competencies 2) Degree in Architecture, Engineering or other related field	
Special Enforcement Inspector V	Pay Range YYY Pay Step 5 1) Core competencies	
Environmental Risk Officer I	Pay Range ZZZ Pay Step 1 1) Core competencies 2) International Fire Code I 3) WI Asbestos Supervisor 4) WI Rabies Observer 5) Swimming Pool Operator	
Environmental Risk Officer II	Pay Range ZZZ Pay Step 2 1) Core competencies 2) International Fire Code II	Eligible for competitive transfer to Special Enforcement (Range ZZZ step 1). Candidate must have successfully passed the International Property Maintenance & Housing Inspector examination. Candidate must complete the core competencies and pass a zoning code examination, obtain the WCBC and IFC II examinations within the one-year probationary period.
Environmental Risk Officer III	Pay Range ZZZ Pay Step 3 1) Core competencies 2) WI Registered Sanitarian	Eligible for competitive transfer to Special Enforcement (Range ZZZ step 2). Candidate must have successfully passed the International Property Maintenance & Housing Inspector examination. Candidate must complete the core competencies, pass a zoning code examination and obtain the WCBC within the one-year probationary period.
Environmental Risk Officer IV	Pay Range ZZZ Pay Step 4 1) Core competencies 2) WI UDC Electric or UDC Plumbing	Eligible for competitive transfer to Special Enforcement (Range ZZZ step 3). Candidate must have successfully passed the International Property Maintenance & Housing Inspector examination. Candidate must complete the core competencies, pass a zoning code examination, obtain the WCBC and obtain certification in either the UDC Electrical or UDC Plumbing certification all within the one-year probationary period.
Environmental Risk Officer V	Pay Range ZZZ Pay Step 5 1) Core competencies 2) WI UDC Electric and UDC Plumbing	Eligible for competitive transfer to Special Enforcement (Range ZZZ step 4). Candidate must have successfully passed the International Property Maintenance & Housing Inspector examination. Candidate must complete the core competencies, pass a zoning code examination, obtain the WCBC and obtain certification in both the UDC Electrical and UDC Plumbing certification all within the one-year probationary period.
Environmental Risk Officer VI	Pay Range ZZZ Pay Step 6 1) Core competencies	Eligible for competitive transfer to Special Enforcement (Range ZZZ step 5). Candidate must possess International Property Maintenance & Housing Inspector, WI Commercial Building Code and hold a degree in Architecture, Engineering or other related field. Candidate must complete core competencies and pass a zoning code examination within the one-year probationary period.

## **ACTION REQUIRED FOR PART I AND PART II – Effective Pay Period 2, 2012 (January 8, 2012)**

### **Salary Ordinance**

Under 1F, add the title “Special Enforcement Supervisor”.

Under 1G, delete the title “Special Enforcement Manager”.

Under 1I, add the title “Special Enforcement Manager”.

Under Pay Range 2DN, delete the title “Special Enforcement Inspector”, add the titles “Special Code Enforcement Inspector (13)(14)(15)” and “Anti-Graffiti Program Coordinator”.

Under Pay Range 2EN, add the titles “Special Enforcement Inspector (11)” with the footnote designation “11” to read as follows: “Employees will advance to the next rate in the following range upon certification by the Commissioner-Building Inspection of having attained the required skills, job performance and demonstrated competencies: 1,979.05, 2,115.78, 2,189.49, 2,256.58, 2,324.30 and add “Environmental Risk Officer (12)” with footnote “12” to read as follows: “Employees will advance to the next rate in the following range upon certification by the Commissioner-Building Inspection of having attained the required skills, job performance and demonstrated competencies: 1,851.27, 2,002.65, 2,113.78, 2,154.10, 2,217.12, 2,324.30”.

Under Pay Range 3L, add the title “Residential Code Enforcement Inspector (10)” and “Commercial Code Enforcement Inspector (10)” with the footnote designation “10” to read as follows: “Employees will advance to the next rate in the following range upon certification by the Commissioner-Building Inspection of having attained the required skills, job performance and demonstrated competencies: 1,595.97, 1,688.79, 1,851.27, 2,002.65, 2,154.10, 2,217.12 “.

### **Positions Ordinance**

Under the Department of Neighborhood Services, Support Services Division, Administrative Services Section, add one position of “Special Enforcement Inspector”, and add one position of “Anti-Graffiti Program Coordinator”; under Residential Inspection Division, Code Enforcement Section, add three positions of “Building Codes Enforcement Supervisor (X)”, delete 22 positions of “Code Enforcement Inspector II (X)”, add 37 positions of “Residential Code Enforcement Inspector (X)” and one position of “Residential Code Enforcement Inspector (0.5 FTE)(A)”; delete one position of “Program Assistant II”, delete one position of “Customer Service Representative II” and add two positions of “Program Assistant I” and one position of “Office Assistant IV”; under Special Enforcement Division, delete one position of “Special Enforcement Inspector (X)” and add one position of “Special Enforcement Supervisor (X)”; under Vacant Building Registration Program, add one position of “Office Assistant III” and one position of “Office Assistant II”; delete heading “Nuisance Control Section”; delete one position of “Nuisance Control Supervisor (X)(Y)”, delete 18 positions of “Nuisance Control Officer II”, delete one position of “Nuisance Control Officer I (0.5 FTE)(A)”, delete two positions of “Office Assistant III”, and delete one position of “Office Assistant II”; under Environmental Health Section, delete five positions of “Nuisance Control Officer II (0.5 FTE)(A)(X)”, delete 5 positions of “Environmental Hygienist”, add 5 positions of “Residential Code Enforcement Inspector(X)” and 5 positions of “Environmental Risk Officer”; under Auxiliary Positions, delete two positions of “Code Enforcement Inspector II (X)”, add delete one position of “Nuisance Control Officer II” and add three positions of “Residential Code Enforcement Inspector(X)”.