



Rebecca Grill
City Administrator
City Administration Office
414.302.8294
rgrill@westalliswi.gov

MEMORANDUM

TO: Administration & Finance Committee

FROM: Rebecca Grill, City Administrator *rg*

RE: Department Request to Fill Two Positions and Create a New Position

DATE: May 31, 2017

Attached is Ed Lisinski's request to fill two Neighborhood Services Inspector positions and create a new Neighborhood Services Supervisor position in the Department of Building Inspections & Neighborhood Services.

According to our continuing procedure, these requests are formally referred to the Administration & Finance Committee for consideration through its normal Council/Committee referral process.

If you have any questions concerning this request, please contact me.

RG:jfw

cc: Mayor
HR Dept.
Ed Lisinski

ADM\Vacpos\VACPOSREQ BINS NSInsp.060617



Ed Lisinski
Director
Department of Building Inspections & Neighborhood Services
414.302.8400
elisinski@westalliswi.gov

May 31, 2017

Rebecca Grill
West Allis City Administrator
7525 West Greenfield Avenue
West Allis, WI 53214

Dear Ms. Grill:

I respectfully request that the Administration and Finance Committee give its permission to fill two full time Neighborhood Services Inspector positions in the Department of Building Inspection and Neighborhood Services and create a new Neighborhood Services Supervisor position. These positions are needed to increase code enforcement efforts in the City.

The Neighborhood Services Supervisor position would be created after transferring a vacant unfilled budgeted Streets and Sanitation Supervisor position from the Department of Public Works (DPW). The Department of Building Inspection and Neighborhood Services will be taking on additional property maintenance duties from DPW, so this transferred position will cover that additional workload, and supervise the code enforcement staff.

In regards to the two Neighborhood Services Inspector positions, one of these positions is budgeted, and became vacant on when Jill Smith was promoted to the position of Zoning Inspector in my department. The second position would be downgrading our current Lead Neighborhood Services Inspector position to a "regular" Neighborhood Services Inspector position. The Lead Inspector position would no longer be needed due to the creation of the supervisor position.

Attached is the "Request to Fill Position" form for the two Neighborhood Services Inspector positions which provides additional information about this request and these positions. The Neighborhood Services Supervisor position is a new position that will need to be created and would come back to you in a salary ordinance for approval. I am available to answer any questions you may have about this at any time. Thank you for your consideration.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ed Lisinski".

Ed Lisinski, P.E.
Director
Building Inspections and Neighborhood Services
7525 W. Greenfield Avenue
West Allis, WI 53214
elisinski@westalliswi.gov



Request to Fill Position

Submit this form, a memorandum and current position description to the City Administrator for review and submittal to the Administration and Finance Committee. To ensure adequate time for review, submit the Friday prior to the Council Agenda Deadline day.

Department/Division: Building Inspection & Neighborhood Se Position Title: (2) Neighborhood Services Insp

Reason for Request: New Position OR Replacement to Staff - Date of Vacancy: ___/___/20___

Person Replaced: _____

Position Status: Full-time Part-time AND Regular Temporary Provisional Special Other

If other than Full-time or Regular, indicate work schedule (hours per week, days to be worked, etc.) and anticipated duration of employment: _____

Funding Source: Operating Grant Other: One is split between Operating and CDBG

Anticipated Date for Filling Position: 7 / 1 / 20 17

Is the position required for fiduciary, legal or compliance requirements? No Yes, describe: _____

Why is it necessary that this position be filled? What operational needs does this position fulfill? _____

These positions perform property maintenance inspections. One of the goals identified in the City's Strategic Plan is to improve property maintenance enforcement. These positions are also needed because BINS will be taking on additional enforcement duties from DPW.

What will be the impacts on service functions to the public if the position is not filled? _____

If not filled, aldermanic and citizen complaints will go un-inspected and unresolved for longer periods of time, creating a backlog of property maintenance violations. Blighted areas of the City will get worse, and well-maintained areas of the City will become a blight.

What will be the impacts on service to city staff if the position is not filled? _____

City staff will have to field more complaints from citizens about the lack of timely services, and more properties will lose value and become vacant, causing less tax revenue.

What reorganization possibilities have been considered, such as elimination of the position or combining duties with other existing positions? (If none, provide rationale.) _____

The Neighborhood Services Division is undergoing a reorganization right now, with the addition of the Zoning Inspector position, software upgrades and taking on duties from other departments. One of these positions is taken from DPW instead of being filled there.

How has this vacancy/need been covered so far? _____

Existing staff has been struggling to keep up to date on complaints. Complaint response time is often over a week out, and violations are taking months to get into court.

How many other similar positions exist in this department? Currently none, but similar positions have existed.

Requestor Information

Please Print: Edward Lisinski Director, BINS Building Inspection & Neighborh

Signature/Date: [Signature] 5 / 22 / 2017

Attached: Memorandum Current Position Description

NEIGHBORHOOD SERVICES INSPECTOR

JOB SUMMARY: This is customer service and inspection/enforcement work in the office and field regarding enforcement of City of West Allis Revised Municipal Codes, particularly related to zoning and property maintenance codes. This position is funded in part by Community Development Block Grant (CDBG) funds.

NATURE OF THE WORK: An employee in this classification is responsible for investigating violations of a residential nature to building, electrical, plumbing, HVAC zoning, and property maintenance codes adopted by the City's Revised Municipal Code. In addition, said employee is responsible for assisting in the organization, coordination and implementation of the complaint process for the Department of Building Inspections and Neighborhood Services (BINS). The work entails receiving and investigating citizen complaints through to completion, which includes coordination with appropriate departments. Some discretion is involved in code interpretation and application of standards and policies within applicable department established rules and precedents. A very important personal attribute in this position is a demeanor of helpfulness and willing cooperation with those of whom the employee comes in contact. Administrative direction and supervision is received from the Director of Building Inspections and Neighborhood Services and/or the Lead Neighborhood Services Inspector with the majority of work subject to minimal supervision.

DUTIES: Typical duties include: coordinating the receipt, referral, and processing of complaints through to completion, as submitted to the Department of Building Inspections and Neighborhood Services (BINS); receives referrals and complaints from the Mayor, Alderpersons and citizens regarding City codes or Municipal services; refers complaints and referrals to appropriate departments or persons for follow up or enforcement; maintains records of referrals and complaints to include action taken and final status and provides this information when requested; reviews procedures and suggests improvements/ modifications; inspects existing residential buildings for compliance with health, building, electrical, plumbing, HVAC, and zoning codes of the City; inspects the exterior of buildings and properties for compliance to the City's Property Maintenance Code; prepares and issues Notices & Orders and related permits for substandard properties; works with Community Development Block Grant (CDBG) funds; works towards meeting objectives of CDBG programs; interprets legal requirements and recommends compliance procedures to property owners; inspection of alterations and repairs of buildings and premises for code compliance; assists in the coordination of overlapping functions in other departments; consults with the City Attorney's Office in the issuance of citations and summons for prosecution regarding persons or firms violating City codes or ordinances; maintains a variety of department records, reports, and surveys; prepares cases and agendas for the Property Maintenance Appeals Board; attends the Property Maintenance Appeals Board meetings; assists in the annual inspection of projecting signs; performs other duties as assigned.

A Neighborhood Services Inspector is required to work nights, overtime and odd hours to attend meetings or when such situations require such duty.

A Neighborhood Services Inspector is required to drive his/her automobile on City business, for which an automobile allowance is provided.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES:

Ability to communicate effectively in a helpful and professional manner, both verbally and in writing; ability to exercise judgment, tact, and discretion in the impartial application of codes and ordinances; ability to use judgment regarding the legitimacy and severity of referrals/complaints, to be assertive when required, and take appropriate action as necessary; ability to deal with the public efficiently and tactfully; thorough knowledge of local, state, and national building maintenance and zoning codes and standards; good knowledge of enforcement practices and procedures; good knowledge of occupational hazards and safety practices of the building trades; ability to read and interpret building plans, specifications and property surveys and quickly and accurately detect deviations from building and zoning code regulations; working knowledge of real estate sales and transactions; ability to establish and maintain effective working relationships with other employees, City elected officials, and the public; ability to maintain accurate records; ability to organize facts and ideas, and to prepare written or verbal reports; knowledge of modern office practices and procedures; competent in the use of office computers including the Microsoft Office Suite and other modern office equipment; competent in the use of mobile tablet devices, including an iPad; general knowledge of all City services.

MINIMUM REQUIREMENTS: Associate Degree in Civil Engineering Technology or related field and three (3) years of recent residential code enforcement work experience OR an equivalent combination of recent code enforcement work experience and formal coursework, training, seminars, etc. in residential building/property maintenance and construction.

Certifications from the State of Wisconsin Department of Safety and Professional Services for Construction Inspector (UCI) and UDC HVAC Inspector (UHI) desirable.

Some recent practical work experience in construction, maintenance, and repair of residential buildings.

Possession of a valid Wisconsin Motor Vehicle Operator's License.

Bilingual (English/Spanish) preferred.

Created 2/09; Updated 5/14

Job Description Questionnaire

The purpose of the Job Description Questionnaire (JDQ) is to provide the information necessary to evaluate jobs for salary placement, classify jobs for various legal requirements, and to compile appropriate job descriptions.

Please read this JDQ carefully before answering any of the questions and then complete it as accurately, completely, and briefly as possible. While it is not necessary to describe each duty in great detail, it is important to provide sufficient information so the job can be accurately evaluated and classified. Keep in mind that *the purpose of the JDQ is to collect information about the job and is not designed to evaluate employee performance.*

Consider the typical responsibilities of the job; even those that might only occur cyclically (e.g. annually, quarterly, etc.). The responses should be based on duties and responsibilities that are part of the job under typical conditions, not special projects or temporary assignments. Further, unless specifically directed by management, describe the job as it is today, not as you believe it should be or what it might be in the future.

SECTION 1		DEMOGRAPHIC INFORMATION	
Employee Name	Jill Smith	Employer Name	City of West Allis
Job Title	Neighborhood Services Inspector	Work Location	City Hall
Department	Building Inspection and Neighborhood Services	Division	Neighborhood Services
Full-Time / Part-Time	Full-Time	Part-Time (Hrs per Wk)	
Supervisor Name	Ed Lisinski	Supervisor Title	Director of Building Inspections and Neighborhood Services

SECTION 2

DESCRIPTION OF ESSENTIAL DUTIES & RESPONSIBILITIES

Identify the essential duties / responsibilities of your job, which should be the most important aspects of the job. This section is focused on WHAT is done rather than HOW it is done. Use wording that will provide as clear an understanding as possible for someone not familiar with your work. Avoid terminology or acronyms that are not widely known outside of your line of work. Please list those duties that you feel are most important at the top of the list, and list the estimated percentage of the total annual time that each item takes. *(Remember, as a rule-of-thumb, that 10% equates to roughly 200 hours of a work year.)* To the extent possible, try to identify those duties and responsibilities that account for as close to 100% of your work time as possible. While catch-all categories are acceptable (e.g. misc. duties, other duties as assigned, etc.), those sections will likely NOT be evaluated.

Frequency Codes: Daily [D] / Weekly [W] / Bi-Weekly [B] / Monthly [M] / Quarterly [Q] / Annually [A] / As Needed [N]

Primary Duties

	Frequency	% of Annual Total Time
Research, inspect, and follow-through with complaints submitted to (BINS).	D	20
Proactively inspect residential, commercial, and manufacturing properties for compliance to the City's Exterior Property Maintenance Code and Zoning Code.	D	40
Answer building and zoning questions through e-mail, over the phone and at the counter.	D	10
Maintain records of referrals and complaints.	D	10
Represents the City in municipal court for pre-trials and trials.	W	5
Inspect properties in the sign maintenance program.	A	2
Inspect nuisance properties with the WAPD.	M	1
Inspect properties for abandoned vehicles and work with the WAPD to have vehicles stickered and towed.	W	5
Post properties with nuisance abandoned orders and work with contractor to have properties secured and cleaned up.	W	2
Additional training/ continuing education through meetings, classes, seminars ect.	N	5

SECTION 3

TOOLS AND TECHNOLOGY

Identify any software, technology, equipment or machinery utilized on a regular basis in order to perform the functions of the job:

Personal Computer, Microsoft Office Suite, Inspection Software, Goggle Earth, GIS WebMap, Camera, IPad, Phone, Copy Machine, Fax Machine, Reference Code Materials, City Issued Vehicle.

SECTION 4

JUDGMENTS / DECISION-MAKING

Identify at least five of the most typical judgments/decisions that you make in performing your job as well as the solutions to these problems. Please also describe the resource, input or guidance others provide in arriving at your decision and who reviews, if anyone.

Typical Problems/Challenges	Possible Solution(s) to Problem/Challenge	Resources Available and/or Used	Job Title of Who Reviews
High volume of complaints coming in through email, phone and at the counter	Prioritize what needs to be done first	Personal knowledge	Director of BINS
High volume of inspections to complete	Prioritize what inspections need to be done first	Personal knowledge	Director of BINS
High volume of recalls/re-inspections	Prioritize what recalls/re-inspections need to be done first	Personal knowledge	Director of BINS
Dealing with upset customers	Depending on the situation, explain the role of neighborhood services, explaining code, and possible solutions to obtain compliance.	Personal knowledge/ code references	Director of BINS
Determining what type of action a situation warrants.	Especially for complaints solutions could be discussing the issue with the owner, leaving a courtesy notice, or sending a formal letter.	Personal knowledge/ judgment / code references	Director of BINS

SECTION 5

WORKING RELATIONSHIPS / INTERACTIONS / CONTACTS

Please identify your typical work relationships with other persons inside or outside of your own organization.

Title of Individuals With Whom You Typically Interact	Describe the Interaction	Why Was It Necessary?
Lead Neighborhood Services Inspector	Discussion of inspections, codes, complaints, best practices.	To have consistency in enforcement and procedures.
Building Inspector	Discussion of inspections and codes	To have consistency throughout the city and to have properties in compliance with building codes
Electrical Inspector	Discussion of inspections and codes	To have properties in compliance with electrical codes
Plumbing Inspector	Discussion of inspections and codes	To have properties in compliance with plumbing codes
BINS Clerical Staff	Discussion of paperwork and procedures	For accuracy and to develop best practices.
Housing Department Staff	Discussion of status of citizen loans and complaints from citizens with housing assistance.	Please property owners with code corrections and ensure safe living environments.

Alderman/ Mayor	Discussion of community concerns, complaints, and projects.	To make sure complaints and concerns are addressed
Assistant City Attorney	Requesting a Summons and Complaint	To get properties into compliance.
General Public	Permits/answering questions about building codes/taking in complaints.	Answering their questions and addressing their concerns
Forestry Supervisor	Refer complaints about tall grass/weeds and issues with trees.	To make sure complaints are addressed
Sanitation Supervisor	Refer complaints about garbage	To make sure complaints are addressed
Health Department	Refer complaints about health code issues	To make sure complaints are addressed
Fire Department	Refer and coordinate complaints and concerns	To ensure the welfare and safety of citizens
Development Department	Discuss new development/ issues with City owned properties and projects.	To address potential issues with new development and correct any problems with City owned properties.
Outside Contractor	Coordinate/Direct their work	To make sure work is completed as needed/ requested
Water Department Supervisor	Turning off water/ checking utilities	To protect homes from water damage
WAPD-Police Officers	Referring complaints about abandoned vehicles and problem properties that require police assistance	Safety of inspectors
Property Management/Code Compliance Companies	Discussion of maintenance and safety issues at vacant properties.	To insure vacant properties are clean and secure.
Director of BINS	Discussion of Inspections/complaints/ procedures	To make sure complaints are being addressed

SECTION 6

SUPERVISION / MANAGEMENT

Please indicate the type of responsibility you have as it pertains to leading others.

Area of Action / Responsibility	Yes	No	Provides Input
Screen / Interview Applicants			X
Hire / Promote Employees		X	
Provide Written/Verbal Warnings		X	
Suspend Employees		X	
Terminate Employees		X	

Prepare Work Schedules For Others			X	
Project Management				X
Provide Work Direction For Others			X	
Evaluate Performance Of Others			X	
Counsel Employees			X	
Train Employees (As Part Of The Normal Duties Of The Job)			X	
Approve Overtime			X	
Approve Time Off Request For Others			X	
Develop / Implement Policies		X		
Do you <u>directly</u> supervise any employees? <i>If yes, please list the number of FTEs and job titles of those employees below:</i>			X	n/a
			# of FTEs	

SECTION 7

WORK ENVIRONMENT / PHYSICAL REQUIREMENTS

Please indicate the amount of time typically spent in the following categories.

Physical Requirements	[Place an "X" in the appropriate cells]			
	N/A	Rarely	Occasionally	Frequently
Carrying/Lifting 10 - 40 Pounds			X	
Carrying/Lifting > 40 Pounds		X		
Sitting				
Standing / Walking / Climbing				X
Squatting/Crouching/Kneeling/Bending				X
Pushing / Pulling / Reaching Above Shoulder			X	
			X	

Work Environment		N/A	Rarely	Occasionally	Frequently
Indoor/Office Work Environment					
Noise >85dB (e.g. mower, heavy traffic, milling machine, etc.)			X		X
Extreme Hot/Cold Temperatures (>90 degrees / <40 degrees)				X	
Outdoor Weather Conditions					
Hazardous Fumes or Odors / Toxic Chemicals		X			X
Confined Spaces (as identified by OSHA)		X			
Close Proximity to Moving Machinery / Equipment		X			
Bodily Fluids / Communicable Diseases		X			
Working Alongside Moving Traffic on Roads		X			
Electrical Hazards		X			

SECTION 8

ADDITIONAL EMPLOYEE COMMENTS

Please identify any other information that would help someone else understand your job more clearly:

TO BE COMPLETED BY THE EMPLOYEE'S SUPERVISOR

SECTION 9			SUPERVISOR INFORMATION	
Supervisor Name	Ed Lisinski	Supervisor Title	Director	

SECTION 10		EDUCATION REQUIRED FOR HIRE	
Level of Education (Select one with an "X")	Field(s) of Study		
Less than High School Education	n/a		
High School Education (or Equivalent)			
One Year Certificate (or Equivalent)			
X Associate's Degree (or Equivalent)	Civil Engineering Technology, Architecture, Planning, or related		
Bachelor's Degree			
Master's Degree			
Professional Degree (Law, Medicine, etc.)			
PhD w/ Dissertation			
Other:			

Provide Any Additional Information Regarding the Required Education (e.g. preferred vs. required, specific coursework, etc.):
 Associate's Degree or equivalent combined recent work experience in code enforcement, property management or construction with high school education.

SECTION 11					TOTAL EXPERIENCE REQUIRED UPON HIRE				
[Place an "X" in the appropriate cells]									
No Experience	< 2 yr.	2 to 3 yrs.	4 to 5 yrs.	6 to 7 yrs.	8 to 9 yrs.	10 to 11 yrs.	≥ 12 yrs.		
		X							
Describe Specific Experience Required for Hiring (e.g. 5 total years of customer service experience 2 of which were in a supervisory capacity):									

Residential code enforcement, property maintenance, building construction, or public works.

SECTION 12

CERTIFICATION / LICENSURE / TRAINING TO PERFORM JOB

List Required Certification/Licensure/Training	How Attained/Provided	Required Upon Hire?	May Obtain After Hire?
Driver's License	State	X	

Describe any current practices as it relates to licensure or certification (e.g. extra pay for certification, employer payment for obtaining or renewing, etc.):
Extra pay available for additional state inspector certifications, the city will pay all renewal fees, testing, and continuing education for all certifications, including additional non-required inspector certifications.

SECTION 13

SUPERVISOR'S COMMENTS / CORRECTIONS / ADDITIONS

In lieu of altering an employee's JDQ, please provide any corrections, clarifications, or additional information in the space provided below.

JDQ Section

Comment / Clarification / Addition

6 This position is not responsible for Developing and Implementing Policy, but may have some input on it.

