

TO: Personnel Board

FROM: Brooke Gillitzer, Human Resources Analyst

DATE: March 8, 2026

SUBJECT: EO Investigator 3

The Human Resources Department received a request from the Department of Civil Rights (DCR) Director Norman Davis to create a new classification series within DCR. Upon reviewing the updated position description, the current class specification and other related class specifications, and conducting interviews with Bethany Mason (Equal Opportunities Division Manager) and Alyssa Riphon (EO Investigator 3). Based on the findings, I recommend the following for reasons outlined in this memo:

- Create a new classification series of Program Specialist 1 – 2 in CG 18, Range 10 and 12 respectively;
- Delete position #892 in the classification of EO Investigator 3 in CG 18, Range 8;
- Recreate position #892 into a Program Specialist 2 in CG 18, Range 12;
- Reallocate the employee, A. Riphon into the level of Program Specialist 2 (CG18/ R12).

DCR currently has a Director position with four direct reports: the Affirmative Action Manager, the Equal Opportunity Manager, the Equity and Social Justice Manager, and an Administrative Supervisor. Establishing the Program Specialist 1–2 classification would create opportunities for cross-training among positions currently designated in CG18, Range 10, as well as those moved into that range. It would also provide a pathway for advancement as program needs evolve, supporting more independent programmatic work and/or the development of a front-line supervisory role.

For the Program Specialist 1 (CG18, Range 10), a comparison was made to the Human Resources Analyst 3 position, also in CG18, Range 10. The Human Resources Analyst 3 performs the most complex recruitment strategies while maintaining compliance with laws and regulations. This position uses discretion in consultations with agencies on a variety of complex human resources issues. Another similar position that has a City-wide scope in CG 18, Range 10 is the Sustainability Coordinator. The Sustainability Coordinator performs responsible, professional outreach, education, and policy work that promotes sustainability concepts throughout the City of Madison. This position also coordinates with staff and community partners regarding their program area. This is comparable to the Program Specialist 1, who would likewise be responsible for their program area at a citywide level while working collaboratively with community partners.

For the Program Specialist 2 (CG18, Range 12), a comparison was made to the Human Resources Analyst 4 position in CG18, Range 12. The Human Resources Analyst 4 performs advanced-level work in a specialized area of Human Resources, serving as a subject matter expert and/or providing leadership in the development and administration of specific programs. Employees in this classification may supervise lower-level staff. The work requires considerable judgment, discretion, and expertise in preparing and presenting complex analyses and administering programs and services. This is comparable to the Program Specialist 2, who would operate with greater independence than the Program Specialist 1 and would have a broader programmatic scope and/or supervisory responsibilities.

Within the Equal Opportunities section of DCR, there are four EO Investigator 1–3 positions, one Paralegal/Mediator 2, and one Hearing Examiner (EOC), all of whom report directly to the Equal Opportunities Division Manager. Alyssa started in 2013 as an Administrative Clerk and was promoted to EO Investigator 1 in 2015 and subsequently advanced through the EO Investigator series, reaching EO Investigator 3 in 2018.

In recent years, DCR transitioned to an online case-processing system, CityLaw, which coincided with a significant increase in caseload—from approximately 100 cases to 500 cases annually—as well as

increased case complexity, including additional protected classes under MGO 39.03. Alyssa has participated in hiring processes, provided input on performance management, conducted weekly check-ins, and taken responsibility for training and assigning cases to other EO Investigators. In a leadership capacity, Alyssa has regularly audited other investigators for thoroughness compliance and/or training needs.

This work requires considerable judgment, discretion, and expertise in interpreting, preparing, and presenting complex analyses and administering programs and services. Alyssa determines case jurisdiction interactively and collaboratively with other governmental agencies. Lastly, it is necessary for this position to maintain ongoing familiarity with various laws and regulations within related industries which may be relevant to each case, such as building inspection rules and regulations when applicable.

Based on these responsibilities, it would be appropriate to place Alyssa at the Program Specialist 2 level in CG18, Range 12. This is comparable because Alyssa has been functioning in a supervisory capacity with EO Investigator staff and, with this change, would be formally designated as the direct report for those positions.

For the reasons outlined above, I recommend to create a new classification series of Program Specialist 1 – 2 in CG 18, Range 10 and 12 respectively; Delete position #892 in the classification of EO Investigator 3 in CG 18, Range 8 and recreate it into a Program Specialist 2 in CG 18, Range 12 and reallocate the employee into the Program Specialist 2 classification in CG 18, Range 12.

The necessary Resolution has been prepared.

Effective Date: 01/16/2026

Compensation Group/ Range	2026 Annual Minimum (Step 1)	2026 Annual Maximum (Step 5)	2026 Annual Maximum (+ 12% Longevity)
18/08	\$82,403	\$98,668	\$110,508
18/10	\$85,983	\$103,336	\$115,736
18/12	\$93,996	\$113,478	\$127,095

CC: Erin Hillson, Human Resources Director
 Emaan Abdel-Halim, HR Services Manager
 Kurt Rose, Employee and Labor Relations Manager
 Norman Davis, DCR Director
 Alyssa Riphon, EO Investigator 3
 Bethany Matson, Equal Opportunities Division Manager