

TO: Personnel Board  
FROM: William Wick, Human Resources Analyst  
DATE: December 29, 2022  
SUBJECT: Judicial Support Clerk Series

At the request of Municipal Court Judge Daniel Koval, I have studied the positions of Judicial Support Clerk 1 in CG 20, Range 09 (#879 and #3667; currently occupied by Lori Dahlhauser and Erin Nunez, respectively), Judicial Support Clerk 2 in CG 20, Range 11 (#881; currently occupied by Kelly McConnell), and Judicial Support Clerk 3 in CG 20, Range 13 (#882; currently occupied by Christie Zamber). After reviewing the position descriptions (see attached) and information provided by the employees, and having interviewed Justice Koval and Christie Zamber, I recommend the following:

- Create an automatic series progression from Judicial Support Clerk 1 to Judicial Support Clerk 2 as a function of performing all the duties of a Judicial Support Clerk 1 with a greater degree of knowledge and independence, and generally within two years of appointment as a Judicial Support Clerk 1; and
- Recreate the positions #879 and #3667 as Judicial Support Clerk 2 in CG 20, Range 11 in the permanent salary detail of the Municipal Court operating budget; and
- Reallocate the employees, Lori Dahlhauser and Erin Nunez, into the new positions, while also ensuring that Erin Nunez retains eligibility for bilingual pay; and
- Recreate position #882 as an Administrative Assistant in CG 20, Range 14 in the permanent salary detail of the Municipal Court operating budget; and
- Reallocate the employee, Christie Zamber, into the new position

The class specification defines a Judicial Support Clerk 1 as:

**...responsible specialized clerical work in support of the programs and activities of the Madison Municipal Court, an independent branch of government operated under the jurisdiction of an elected Municipal Judge. Under the general supervision of the Municipal Judge, employees in this class exercise independent judgment, discretion and neutrality within the restrictions required for appropriate court operations. The work includes processing legal records, providing related information to interested parties, and performing office functions.**

There is **no automatic progression from a Judicial Support Clerk 1 to a 2 or 3**. Rather, movement to the 2 or 3 level depends on vacancies and the needs of the Municipal Court and is normally accomplished through competition. [emphasis added]

The class specification defines a Judicial Support Clerk 2 as:

**...responsible specialized clerical work in support of the programs and activities of the Madison Municipal Court. However, this level is specifically characterized by assisting the Judicial Support Clerk 3 in all phases of program administration and providing ad hoc leadership to junior employees in the more challenging aspects of the work.** [emphasis added]

According to Christie Zamber, the current Support Clerk 1s and Support Clerk 2 perform essentially the same work, including work related to court hearings, judgments, paperwork completion and filing, and

court workflow, so the differentiation between the two classifications is now less about the Clerk 2 assisting the Clerk 3 in program administration and ad hoc leadership and more about possessing greater knowledge of the work and more independence of function. Both Christie and Judge Koval are supportive of creating an automatic series progression from Judicial Support Clerk 1 to Judicial Support Clerk 2 as a function of an employee performing all of the duties of a Judicial Support Clerk 1 with a greater degree of knowledge and understanding, with the possibility of there being up to three (3) employees working under the Judicial Support Clerk 2 classification at any given time.

I believe that the Judicial Support Clerk 1 classification is appropriately classified in CG20/R09, which is in line with the specialized administrative classification of Municipal Clerk 1, which requires three (3) years of responsible clerical experience involving some independent responsibility for an office function or activity, external training at the UW-Green Bay Clerks Institute, and is responsible for providing administrative support to the election process, licensing process, Common Council, and records management.

I believe that the Judicial Support Clerk 2 classification is appropriately classified in CG20/R11 and that the education and training and knowledge, skills, and abilities described in the classification specification do not rise to the level of those found in the CG20/R12 classification of Municipal Clerk 2. The minimum qualifications for Judicial Support Clerk 2, as proposed by the classification study request, are “Two years of responsible clerical work which has included the operation of word processing and spreadsheet software, working with the public, and significant experience with legal office practices and/or terminology”; whereas the minimum qualifications for Municipal Clerk 2 are “Three years of responsible clerical experience which involved some independent responsibility for an office function or activity and at least 12 months of service in the City Clerk’s office and successful completion of 1 week of the UW-Green Bay Clerks Institute, as demonstrated by submission of the complete ‘Final Participant’s Report’”.

Christie Zamber, as Judicial Support Clerk 3, acts as the office administrator for the Municipal Court by overseeing daily operations such as staff scheduling, works with the Municipal Court Judge on creating the agency’s operating budget, troubleshoots Court software issues (which may include meeting with City IT staff and/or vendor representatives), and serves as the agency’s records custodian and the main point of contact for Munis/payroll and purchasing functions. These duties and responsibilities are more in line with classifications in CG20/R14 than with those in CG20/R13.

The classification specification defines the CG20/R14 Administrative Assistant – Local 60 as:

**...responsible paraprofessional staff support work relative to the development and implementation of divisional and/or departmental administrative programs and functions.**

Work is characterized by **responsibility for a wide variety of administrative services** (such as the **development and implementation of budgetary documentation and fiscal controls**, personnel, **purchasing, payroll**, and the **supervision of office clerical activities**); and/or direct responsibility for a comprehensive administrative program requiring the development and integration of diverse and complex operational data inherent to unit operations. This work is performed with a **high degree of independence and discretion**. Under the general supervision of a department or division head, work is normally assigned in terms of program objectives and directives; and **employees are responsible for establishing the necessary administrative procedures, methods and controls**. [emphasis added]

For the reasons outlined in this memo, I am recommending an automatic series progression from Judicial Support Clerk 1 to Judicial Support Clerk 2 as a function of performing all the duties of a Judicial Support Clerk 1 with a greater degree of knowledge and independence, and generally within two years of appointment as a Judicial Support Clerk 1; and the recreation of positions #879 and #3667 as Judicial Support Clerk 2 in CG 20, Range 11 in the permanent salary detail of the Municipal Court operating budget; and reallocation of the employees, Lori Dahlhauser and Erin Nunez, into the new positions, while also ensuring that Erin Nunez retains eligibility for bilingual pay; and recreation of position #882 as an Administrative Assistant in CG 20, Range 14; and reallocation of the incumbent, Christie Zamber, into the new position.

We have prepared the necessary Resolutions to implement this recommendation.

Attachment(s): Position Descriptions

Effective Date: 10/30/2022

Compensation Group/ Range	2023 Annual Minimum (Step 1)	2023 Annual Maximum (Step 5)	2023 Annual Maximum (+ 12% Longevity)
20/09	\$48,813.70	\$54,884.70	\$61,470.86
20/11	\$51,786.28	\$57,966.74	\$64,922.75
20/13	\$54,884.70	\$61,197.24	\$68,540.91
20/14	\$56,424.68	\$62,585.90	\$70,096.21

Cc: Erin Hillson, Human Resources Director  
 Emaan Abdel-Halim, HR Services Manager  
 Daniel Koval, Municipal Court Judge  
 Christie Zamber, Judicial Support Clerk 3  
 Kelly McConnell, Judicial Support Clerk 2  
 Lori Dahlhauser, Judicial Support Clerk 1  
 Erin Nunez, Judicial Support Clerk 1