

TO: Personnel Board

FROM: Susan J. Gafner, Human Resources

DATE: April 17, 2017

SUBJECT: FS Leadworker 1 and 2-Water Utility

Madison Water Utility General Manager Tom Heikkinen and Financial Manager Robin Piper have requested a study of the Field Service Leadworker, (CG16, R15) classification, which provides lead work relative to the installation, maintenance, testing and repair of the full range of Water Utility meters. Currently, the Water Utility has one Leadworker, who works out of the meter shop. However, increases in the amount of field work has increased the need for a second leadworker to oversee staff in the field. As a result, the Utility is requesting that there be a new leadworker created to oversee the field staff. The Utility has a vacant Field Service Representative 3 (FSR 3) position #1881 that they are requesting be deleted and recreated as a Field Service Leadworker 1 in CG16, R14. The Utility would also like to retitle the existing class of FS Leadworker, as a Field Service Leadworker 2 and retitle the existing position held by Tony Mazzara, position #1853. After several discussions with Robin Piper and Public Works General Foreperson, Rick Marx; and upon reviewing the duties and responsibilities in the proposed position descriptions; I make the following recommendations:

- The classification of Field Service Leadworker in CG16, R15 should be deleted.
- New classifications of Field Service Leadworker 1, in CG16, R14, and Field Service Leadworker 2, in CG16, R15 are created.
- Position #1853 of Field Service Leadworker, CG16, R15, should be deleted and recreated as a Field Service Leadworker 2, same CG and Range, and the incumbent, T. Mazzara, be reallocated to the new position.
- The vacant position #1881 of Field Service Representative 3, CG16, R13 be deleted and recreated as a Field Service Leadworker 1, CG16, R14.

Positions in the meter shop were studied in May of 2013 because of the impending implementation of the Advanced Metering Infrastructure (AMI) system. At that time, it was determined that the Field Service Representative 1,2,3 and the FS Leadworker classifications were appropriate to describe the work for the Project H2O and the implementation of AMI. Prior to this change, the Meter Shop had a Water Meter Mechanic Leadworker in CG16, R15, a Water Meter Field Leadworker in CG16, R13, and Water Meter Mechanics. However, with the AMI change, at the time the Utility did not believe there was a need for the Field Leadworker, and that position was recreated as a FSR 3.

Recent retirements at the Water Utility will require the FS Leadworker to do a significant amount of leadership and training for new staff. The Utility has determined this is more than what one leadworker can take on, and the supervisor, Rick Marx, also does not have a significant amount of time to spend on day-to-day oversight of staff. Rather, a second leadworker could take on responsibilities for day-to-day task assignment and field troubleshooting.

In addition, the Water Utility and Meter Shop is taking on new responsibilities to test and calibrate highly programmable electronic meters. This type of meter work has never been performed by anyone at the Water Utility in the past. Current regulatory requirements are changing for these meter types by the Public Service Commission of Wisconsin (PSCW).

Changes of these regulations are used by the Meter Shop to determine the goals and objective. Regulations have evolved and now have captured new technological advances in the Metering industry, which are more complex. Prior to this, all meters were mechanical in nature. They are now programmable and have electronic components which require a higher level of expertise. They use electro-magnetic and ultrasonic sensing with no moving parts. It makes sense to put these roles and responsibilities, where all other duties for meter accuracy testing occurs, in the Meter Shop. The Utility will also be required to confer with Engineering design teams and Field Service Analysts to determine and recommend meter installations in new well houses and large industrial customers.

Because of this new work and the work involved with new staff, the Water Utility is proposing the current Field Service Leadworker classification series would more accurately be reflected by a change to two levels of lead work, or a FS Leadworker 1 and 2 series. This is basically a return to the structure that existed at the Utility prior to the implementation of AMI. It is more indicative of the work these positions will perform in leading and training the FSR staff with the advanced electronic components seen in the Meter Shop.

As a result, it will have a low impact on other assigned duties since the technology and regulatory requirements are new. Lead work responsibilities will be divided between the FS Leadworker 1 and the Leadworker 2. The FS Leadworker 1 will have the responsibility for field training and leadership. The FS Leadworker 2 will continue to have responsibilities to lead all of the Shop activities. In order to implement this recommendation, it is appropriate to delete the vacant FSR 3 position, CG16, R13, and recreate it as a FS Leadworker 1 in CG16, R14; and delete the existing classification of FS Leadworker, CG16, R15, retitle it FS Leadworker 2 in the same CG and Range, and reallocate the incumbent, Mr. Mazzara, (#1853) to the new position. Although the Water Meter Field Leadworker was in CG16, R13, placement of the new FS Leadworker 1 in Range 14 is appropriate so that it is at a higher level than the staff being led.

We have prepared the necessary Resolution to implement this recommendation.

Editor's Note:

Compensation Group/Range	2017 Annual Minimum (Step 1)	2017 Annual Maximum (Step 5)	2017 Annual Maximum +12% longevity
16/14	\$52,530	\$59,130	\$66,225
16/15	\$53,820	\$60,894	\$68,201

cc: Tom Heikkinen-Water Utility General Manger  
 Robin Piper-Water Utility Financial Manager  
 Rick Marx-Meter Operations Unit Supervisor  
 Greg Leifer-Employee and Labor Relations Manger