



City of Waukesha
201 Delafield St. Waukesha, WI 53188
Tel: 262.542.3700
waukesha-wi.gov

Committee: Human Resources	Date: 7/6/2023
Common Council Item Number: ID#23-7230	Date: 7/19/2023
Submitted By: Jennifer Andrews	City Administrator Approval: 7/10/23
Finance Department Review: 6/30/23	City Attorney's Office Review: Click here to enter text.
Subject: Creation of a part time Clerical Assistant position in the Building Inspection Division.	

Details:
Building Inspection has the need for an additional part time Clerical Assistant position. The new position would answer phone calls that are coming into the main phone line, help people that come in person to the counter and schedule inspections in the afternoon.

In addition, this position would complete invoicing and citation paperwork for the Property Maintenance Inspectors (PM Inspectors). Currently we have 3 PM Inspectors. Once a property has been given time to comply with orders to correct code violations on their property, we begin charging reinspection fees and citations. The internal paperwork associated with generating those invoices and citations takes each inspector about 4-6 hours per week. Alleviating them of those tasks would allow them to spend more time in the field on inspections. In addition, this clerical work would be done by a position whose responsibility is those types of clerical duties.

In addition to the duties above, the new position would also assist with the invoice payments and monthly payment receipts related to the new affordable housing loan program. The Council created the affordable housing loan program using TIF funds from extending some districts an extra year. This program is revolving so that there will continue to be funding available for new loans. The Department needs assistance handling the volume of payments that must be made to contractors on behalf of homeowners as well as receiving and tracking the monthly payments made back to the City by homeowners. These clerical duties are currently being completed by Planners which takes about 5-9 hours per week. It is a better use of resources to have a Clerical Assistant completing these duties so the Planners can focus on development review, grant management and economic development.

The hourly pay rates for both the PM Inspectors and Planners is much higher than the clerical assistant position. It is a better use of their time to be completing core tasks related to their positions than completing these clerical tasks. The result will be more output from both PM Inspectors tasks and Planners in terms of their core duties and better customer service for the homeowners.

Options & Alternatives:

- 1. Approve the position and shift clerical duties to the new position allowing the PM Inspectors and Planners to focus on their core duties.**

2. Deny the position and clerical duties will remain with PM Inspectors and Planners which would perpetuate an inefficiency in the Department, impact customer service to homeowners and result in fewer property maintenance inspections.

Financial Remarks:

The cost of this new position is \$23,000. This expense will be covered by wage savings realized by the Building Inspection Division as a result of recent staff retirements and new hires. The change will be budget neutral. Since the position is 20 hours there will be no benefits related to the position.

Executive Recommendation:

Approve the new position because it will provide better customer service to homeowners with loans, create efficiencies related to invoicing and citation issuing, will free up other more highly paid employees to focus on their core duties, and is budget neutral.