



PERSONNEL COMMITTEE MEETING

Tuesday, September 22, 2026, at 9:00 A.M.

Sister Bay Liberty Grove Fire Station – 2258 Mill Road, Small Conference Room

[Deviations from the agenda order shown may occur](#)

For additional meeting information visit: www.sisterbaywi.gov, click 'Agendas and Minutes'

AGENDA

1. Call to Order
2. Roll Call
3. Approve Agenda
4. Approve Minutes:
 - a) September 10, 2026
5. Comments, Correspondence, and Concerns from the Public
6. Executive Session
 - a) Per Wisc. Stats. 19.85(1)(c), the Personnel Committee by majority roll call approval may go into executive session to consider employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility.
 - i. Parks and Streets Department; Personnel Matters
 - b) Reconvene into Open Session
 - c) Motion or Action, as Appropriate
7. Discussion/Action Items
 - a) Organizational Chart Review
 - b) Job Description & Compensation Reviews
 - i. Utility Department
 - ii. Zoning Administrator
 - iii. Village Administrator
8. Matters to be Placed on a Future Agenda or Referred to a Committee, Official, or Employee
 - a) Comprehensive Employee Handbook Review
9. Next Meeting Date/Time
10. Adjourn

Public Notice

Questions regarding the nature of the Agenda items or more detail on the items listed can be directed to Benjamin Andrews, Village Administrator, at administrator@sisterbaywi.gov. It is possible that members of and possibly a quorum of members of other governmental bodies may attend the meeting to gather information; no action will be taken by any governmental body other than the body specifically referred to above. Upon reasonable notice, a good faith effort will be made to accommodate the needs of disabled individuals through sign language interpreters or other auxiliary aids or accommodations at no cost to the individual. Due to the difficulty in finding interpreters, requests should be made as far in advance as possible, preferably a minimum of 48 hours. For additional information or to request this service, contact the Sister Bay Village Administration Office at 854-4118, (FAX) 854-9637, or by writing to the Village Administration Building, 2383 Maple Drive, PO Box 769, Sister Bay, WI 54234. Copies of reports and other supporting documentation are available for review online.

The Village of Sister Bay is an Equal Opportunity Provider and Employer

PERSONNEL COMMITTEE MEETING MINUTES
Thursday, September 10, 2026, 1:00 PM
(Unapproved)

1. Call to Order

Chair Howson called the Personnel Committee meeting to order on Thursday, September 10, 2026, at 1:02 AM.

2. Roll Call

Present: Lousie Howson, Patrice Champeau, Brigid White.

Also Present: Administrator Benjamin Andrews and Village Clerk Julie Thyssen

3. Approve Agenda

The agenda was amended to remove the Executive Session (Item 9) from the meeting. No additional changes were noted.

Motion to approve the agenda as amended was made by Howson and seconded by Champeau. Motion carried — all ayes.

4. Approve Minutes

a. July 20, 2026

Motion to approve the minutes of July 20, 2026 was made by Howson and seconded by Shampo. Motion carried — all ayes.

5. Comments, Correspondence, and Concerns from the Public

A resident, Doug Roberts, raised concerns regarding late-night disturbances at Pebble Beach occurring around 2:00 AM, including loud music and lighting.

6. Discussion/Action Items

a. Organization Chart Review

Andrews presented a draft organizational chart, developed for the Village. The chart reflects the current structure from citizens through elected officials, the Village Administrator, contracted services, and the four Village departments: Administration, Parks and Streets, Utility, and Marina.

The Committee directed the following revisions prior to sharing the chart with the Village Board:

- Replace "Zoning Administrator" with "Code Compliance Officer (Part Time)" to accurately reflect the current structure, noting that the title "Part Time" is the official position title.
- Add FTE counts within each position box.
- Clarify the Village Board box to indicate "1 President, 6 Trustees."
- Retain Friends of the Ice Rink as a community partner, given their operational responsibility over a Village asset.

The Committee noted that the library and historical society are separate organizations and need not appear on the chart. The revised chart will be reviewed at the next meeting before being presented to the full Board.

Action Item: Andrews to update the organizational chart incorporating the Committee's revisions for review at the next meeting.

b. Job Description Reviews

Zoning Administrator

Andrews presented a reformatted draft job description for a Zoning Administrator position, developed in part by referencing the Town of Ledgeview's comparable position. The FLSA classification and pay type were intentionally omitted pending further discussion.

Champeau raised a concern regarding a potential conflict of interest in having a single position both issue short-term rental (STR) permits and enforce related ordinances. Following discussion, the Committee concluded there is no structural conflict, as the current Code Compliance Officer role operates in the same integrated manner. Enforcement authority is explicitly captured in the job description under "Code Enforcement Investigations," including inspections in response to zoning, nuisance, property maintenance, and STR complaints.

White suggested that the process by which residents report STR complaints be referred to the Planning Commission for review, given concerns about the existing notice and complaint procedures. The Committee agreed.

The following revisions to the job description were directed:

- Add liaison language for Plan Commission and Zoning Board of Appeals (e.g., "Liaison duties including coordination with committee chairpersons").
- Remove the reference to Ledgeview's customer service model from the Customer Service and Public Interaction section.
- Retain the supervision notation that the position does not supervise other employees, with the understanding that the job description would be updated if that changes.

Action Item: Planning Commission to be formally notified, via letter from the Andrews, of the Personnel Committee's referral regarding STR notice requirements and complaint procedures.

c. Zoning Administrator

The Committee discussed the practical and budgetary parameters of the proposed Zoning Administrator position.

The Committee estimated the position would require approximately 35 hours per week during peak season and 20 hours per week in the off-season. There was consensus that a full-time, year-round salaried position would attract the strongest candidates and provide sufficient workload, particularly with the potential consolidation of STR administrative functions currently distributed across multiple staff members.

The Committee agreed to direct the Village's financial consultant to run budget impact projections for both a full-time salaried scenario (using a \$75,000 placeholder) and a part-time hourly scenario, to be presented to the full Board.

The position is anticipated to be recruited and filled in 2027, with a budget placeholder incorporated into the upcoming budget cycle accordingly.

Action Items:

- Andrews to work with the Finance Specialist/Treasurer to prepare budget projections for both full-time salaried and part-time hourly scenarios for the Zoning Administrator position.
- Revised job description and budget analysis to be presented to the Committee prior to submission to the Village Board, anticipated for the October Board meeting.

7. Matters to be Placed on a Future Agenda or Referred to a Committee, Official, or Employee

a. Comprehensive Employee Handbook Review

The following items were identified for placement on future Personnel Committee agendas:

- Utility Department job description reviews
- Village Administrator job description review
- Comprehensive Employee Handbook review

The Committee also directed that the STR notice and complaint process be formally referred to the Planning Commission via letter from the Administrator.

8. Next Meeting

The next meeting date was not formally set during the meeting. The Committee noted that a meeting prior to the October Village Board meeting would be necessary to finalize the Zoning Administrator proposal.

9. Executive Session

The Executive Session was removed from the agenda by amendment at the opening of the meeting. No executive session was held.

a. Parks and Streets Department; Personnel Matters

No action taken.

b. Employee Performance Evaluation Review; Six (6) Month Follow-Up

No action taken.

10. Adjourn 47:54

Motion to adjourn at 1:49 was made by White and seconded by Champeau. Motion carried — all ayes.

Minutes submitted by Village Clerk Julie Thyssen



STAFF REPORT

Date: September 22, 2026

To: Personnel Committee
Re: Organizational Chart Review
Author(s): Benjamin Andrews, Village Administrator

The Village of Sister Bay Organizational Chart was reviewed by the personnel committee at the September 10th, 2026 meeting. The committee indicated minor changes, including:

- Replace "Zoning Administrator" with "Code Compliance Officer (Part Time)" to accurately reflect the current structure, noting that the title "Part Time" is the official position title.
- Add FTE counts within each position box.
- Clarify the Village Board box to indicate "1 President, 6 Trustees."
- Retain Friends of the Ice Rink as a community partner, given their operational responsibility over a Village asset.

[From Unapproved Meeting Minutes]

Village Staff prepared Organizational Chart information based on the Personnel Committee's direction and additionally provided a summarized FTE Table. Ideally in the future, this information would be incorporated into the Village of Sister Bay's Annual Budget document.

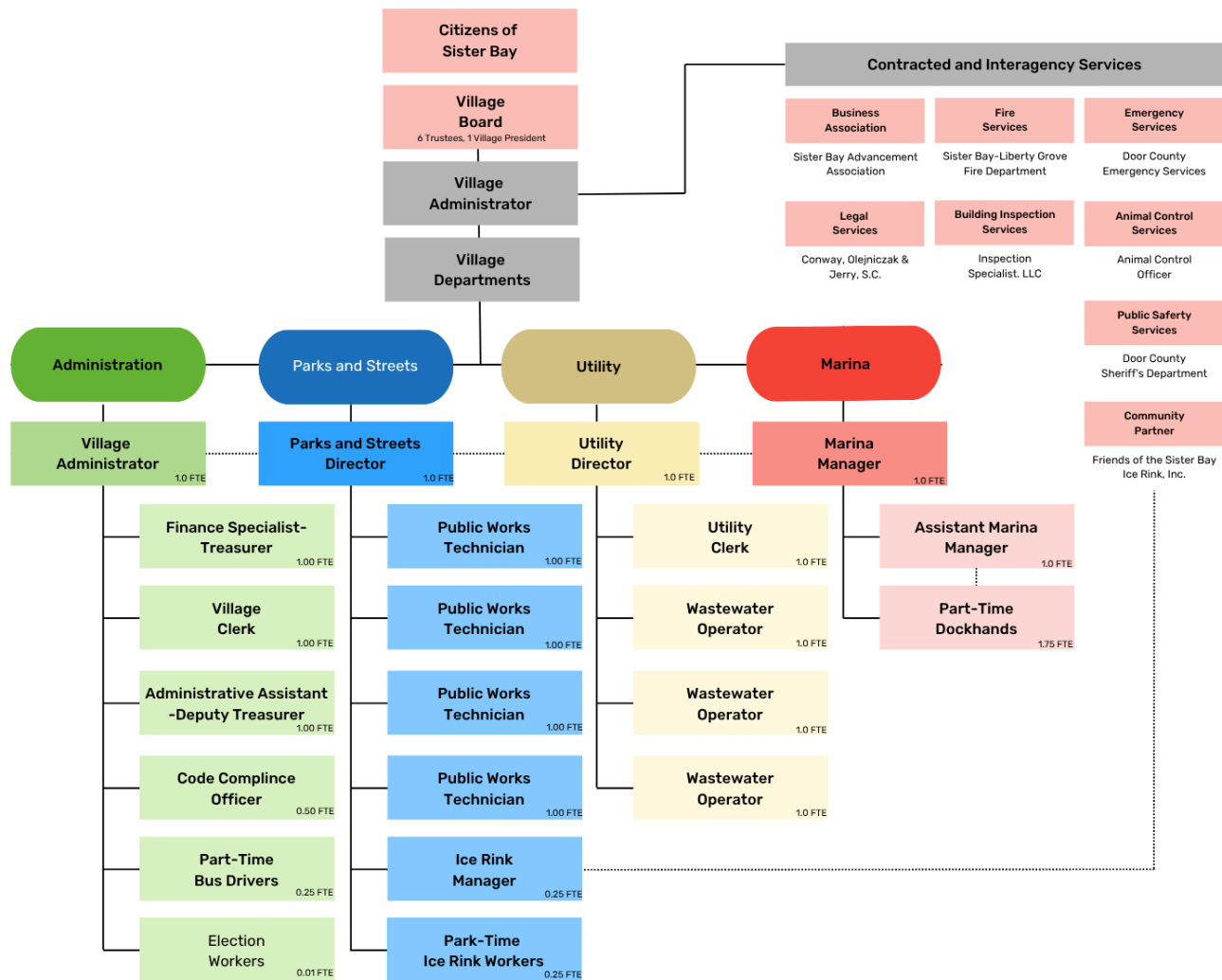
Attachments(s)

1. Organizational Chart Packet

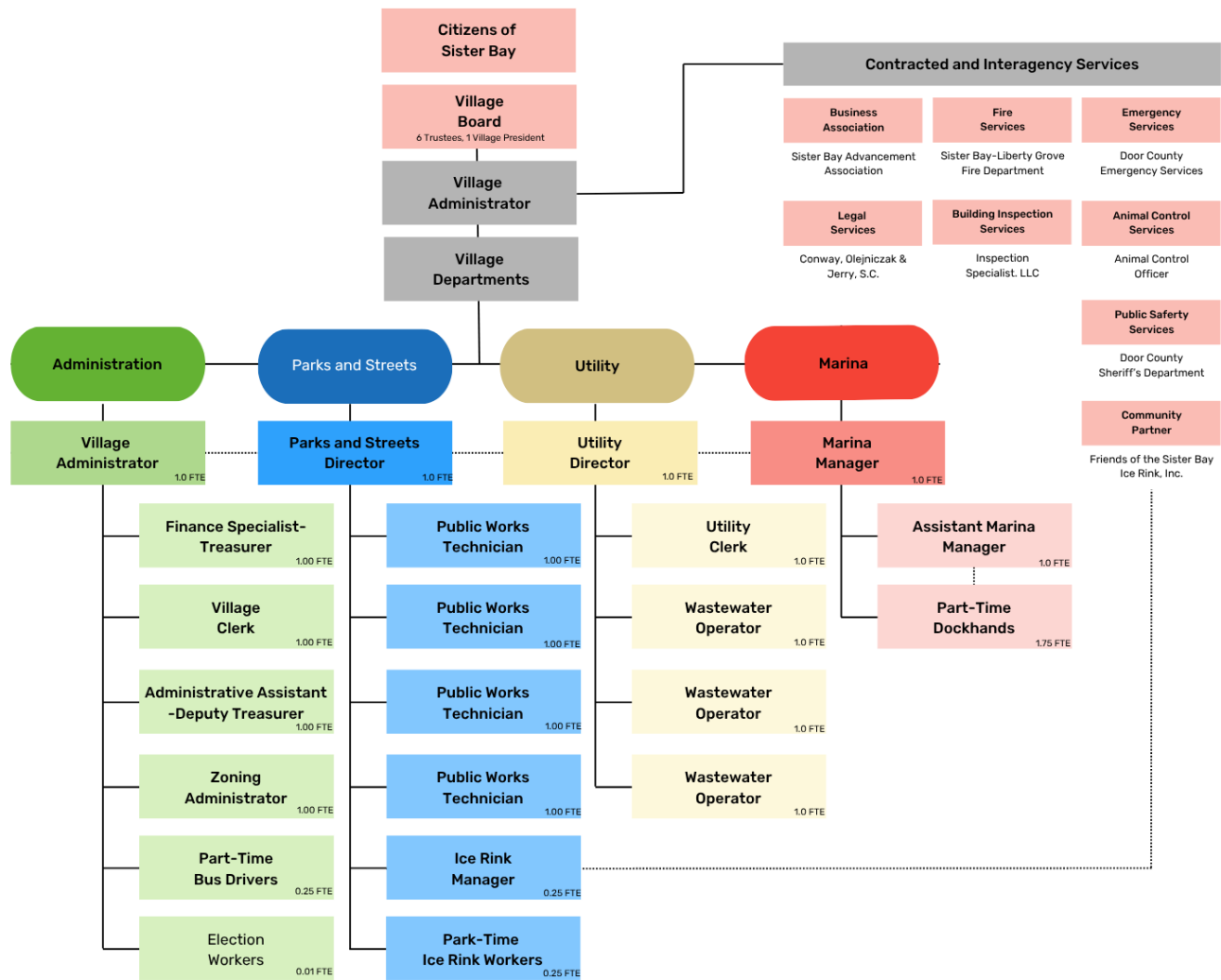
ORGANIZATIONAL CHART AND POSITIONS BY DEPARTMENT/FUNCTION

The organizational chart shown below is a visual depiction of the way work is distributed within the Village. It is also meant to help enhance our working relationship with our citizens and to create clear channels of communication to better accomplish our goals and objectives. The organizational chart also depicts contracted services, interagency services, and Village positions by their assigned department which carry out the Village functions. Positions listed are full-time or regular part-time positions. For budgeting purposes, each position may also be allocated to several different budget sections. For example, the Finance Specialist/Treasurer position's compensation is allocated within the Parks Funds, both Tax Increment Districts Funds, Utilities Funds, Ice Rink Fund and Marina Fund.

2026 Actual



2027 Proposed



VILLAGE PERSONNEL

Summary of Full-Time and Park-Time Positions

DEPARTMENT/FUNCTION	ACTUAL 2026		PROPOSED 2027	
	FT	PT	FT	PT
VILLAGE BOARD AND COMMITTEES				
Village Board and Committees	0.00	0.01	0.00	0.01
Total Village Board and Committees:	0.00	0.01	0.00	0.01
ADMINISTRATION				
Village Administrator	1.00	0.00	1.00	0.00
Finance Specialist/Treasurer	1.00	0.00	1.00	0.00
Village Clerk	1.00	0.00	1.00	0.00
Administrative Assistant/Deputy Clerk	1.00	0.00	1.00	0.00
Code Compliance Officer	0.00	0.50	0.00	0.00
Zoning Administrator	0.00	0.00	1.00	0.00
Part-Time Bus Driver	0.00	0.25	0.00	0.25
Election Workers	0.00	0.01	0.00	0.01
Total Administration:	4.00	0.76	5.00	0.26
PARKS AND STREETS				
Parks and Streets Director	1.00	0.00	1.00	0.00
Public Works Technician	1.00	0.00	1.00	0.00
Public Works Technician	1.00	0.00	1.00	0.00
Public Works Technician	1.00	0.00	1.00	0.00
Public Works Technician	1.00	0.00	1.00	0.00
Ice Rink Manager	0.00	0.25	0.00	0.25
Part-Time Ice Rink Workers	0.00	0.25	0.00	0.25
Total Parks and Streets:	5.00	0.50	5.00	0.50
UTILITIES				
Utility Director	1.00	0.00	1.00	0.00
Utility Clerk	1.00	0.00	1.00	0.00
Wastewater Operator	1.00	0.00	1.00	0.00
Wastewater Operator	1.00	0.00	1.00	0.00
Wastewater Operator	1.00	0.00	1.00	0.00
Total Utilities:	5.00	0.50	5.00	0.50
MARINA				
Marina Manager	1.00	0.00	1.00	0.00
Assistant Marina Manager	1.00	0.00	1.00	0.00
Part-Time Dockhands	0.00	1.75	0.00	1.75
Total Marina:	9.00	2.25	9.00	2.25
TOTAL DEPARTMENT/FUNCTION:	23.00	4.02	24.00	3.52



STAFF REPORT

Date: August 11, 2026

To: Personnel Committee

Re: Job Description Reviews; Zoning Administrator

BACKGROUND INFORMATION

The Personnel Committee met on August 5, 2026 to conduct an initial review of the proposed Zoning Administrator job description. Recommendations included enhancing references to Short-Term Rental (STR) administration, strengthening interpersonal skill expectations, and restructuring essential functions into grouped categories modeled after the Town of Ledgeview's job description. These updates were incorporated into a revised draft.

On September 10, 2026, the Committee continued review of the job description, discussed organizational chart revisions, and evaluated full-time and part-time staffing scenarios and compensation ranges. These discussions helped refine the proposed position structure and associated budget planning.

SUMMARY

Job Description Revisions

During the September 10 meeting, the Committee directed the following additional changes:

- Add liaison duties for the Plan Commission and Zoning Board of Appeals, including coordination with chairpersons.
- Remove references to Ledgeview's customer service model.
- Retain notation that the position does not supervise other employees.
- Affirm that administering STR permits and enforcing STR-related ordinances does not create a structural conflict of interest because the current Code Compliance Officer already performs integrated enforcement and permitting duties.

Organizational Chart Updates

The Committee requested several modifications to the draft organizational chart, including:

- Replacing "Zoning Administrator" with "Code Compliance Officer (Part Time)" to reflect the current structure.
- Adding FTE counts within each position box.
- Clarifying the Village Board box to show 1 President and 6 Trustees.
- Retaining Friends of the Ice Rink as a community partner.

Compensation and Budget Analysis

The September 10th meeting included an extended discussion on weekly workload expectations and compensation planning:

- Estimated staffing needs of 35 hours/week in peak season and 20 hours/week off-season, supporting consideration of a full-time position.
- Request to evaluate a full-time salaried scenario (placeholder salary: \$75,000) and a part-time hourly scenario (1040 hours/year at \$36.06/hour).
- Staff prepared cost projections and compensation schedules comparing scenarios, including benefit load assumptions.
 - Full-time cost (2080) estimate totals \$117k.
 - 35 hrs peak season/20 off-season (1430 hrs) estimate totals \$59k.
 - Part-time (1040) totals \$40k

Compensation Schedule Development

The Personnel Committee requested a position-specific wage ladder for Administration Department positions. The resulting compensation schedule includes step progressions and longevity adjustments, including a 15-step progression for the Zoning Administrator, beginning at \$36.06/hour and advancing up to \$56.68/hour.

NEXT STEPS & COMMITTEE REQUESTS

Based on direction from September 10th meeting:

- Village Staff will present the finalized job description, organizational chart, and compensation options at the next Personnel Committee meeting (now).
- A recommendation is needed regarding whether the Village should move forward with full-time, part-time, or hybrid staffing for recruitment in 2027.
- Pending Committee approval, these materials will be forwarded to the Village Board at its October meeting.

ATTACHMENTS

1. Zoning Administrator Proposal Packet



VILLAGE OF SISTER BAY JOB DESCRIPTION

Job Title: Zoning Administrator
Reports To: Village Administrator
Employment Category: Full-Time
Approved By: Village Board

Department: Administration
FLSA Classification: Exempt
Pay Type: [Pay Type]
Approval Date: [Date]

JOB SUMMARY

The Zoning Administrator is responsible for administering and enforcing the Village of Sister Bay's zoning ordinances and related municipal codes. This position manages zoning and land-use applications, conducts development reviews and inspections, and ensures compliance with Village ordinances and applicable state regulations. Work involves interpreting zoning rules, providing customer service to residents and developers, maintaining official zoning records, and supporting the Plan Commission and Village Board. A significant portion of this role includes processing short-term rental applications, monitoring compliance, and responding to associated violations, consistent with duties performed by the Village's Code Compliance Officer. The position requires independent judgment, professionalism, and fair, consistent decision-making. Some on-call hours may be required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Zoning Administration & Permit Processing

- Review, process, and issue zoning and land-use permits including rezoning requests, conditional use permits, variances, land divisions, development agreements, site plans, and related applications.
- Ensure applications are complete and compliant with ordinances; advise applicants when standards are not met and identify alternatives or appeal processes.
- Interpret zoning ordinances and provide written and verbal determinations to applicants, staff, and elected officials.
- Maintain complete and accurate records of all zoning permits, maps, amendments, conditional uses, variances, appeals, and enforcement actions.
- Assist with long-range planning initiatives, Comprehensive Plan updates, zoning code revisions, and ordinance amendments.

Development Review & Coordination

- Conduct detailed reviews of residential, commercial, industrial, and multifamily development proposals for zoning and land-use compliance.
- Collaborate with the Building Inspector and other departments on inspections, site plan reviews, and project coordination.
- Provide technical support and present recommendations to the Plan Commission and Zoning Board of Appeals at scheduled meetings.

Code Enforcement & Investigations

- Investigate zoning complaints, conduct field inspections, take photographs and measurements, and prepare documentation of violations.
- Issue notices of violation, corrective orders, citations, and follow up to ensure compliance.
- Prepare reports and appear in municipal or circuit court as needed for enforcement actions, consistent with duties in the Code Compliance Officer role.
- Conduct visual inspections of properties in response to zoning, nuisance, property maintenance, and short-term rental complaints.
- Coordinate with the Administrator to ensure consistent enforcement of Village ordinances.

Short-Term Rental (STR) Administration

- Process STR permit applications, maintain tracking logs, and monitor compliance with STR regulations.
- Investigate STR-related violations, communicate with property owners, and document enforcement actions.
- Assist residents, property managers, and renters in understanding STR requirements.

Customer Service & Public Interaction

- Provide exceptional customer service by answering zoning questions, guiding applicants through processes, and simplifying complex regulations—aligned with the customer-service model.
- Meet with citizens to explain ordinance requirements, review compliance issues, and work toward cooperative solutions.
- Assist walk-in visitors and respond promptly to inquiries, complaints, and requests for information.

Administrative Duties

- Draft memos, reports, notices, resolutions, and correspondence related to zoning matters.
- Liaison duties to the Plan Commission and Zoning Board of Appeal, including preparation of agendas, packets, maps, reports, visuals, and meeting minutes.
- Maintain departmental files, logs, databases, and forms; update zoning-related website content.
- Participate in training, workshops, and conferences to maintain up-to-date knowledge of zoning and planning practices.

Secondary, Incidental Duties and Responsibilities

- Assist other Village departments with projects requiring zoning expertise.
- Support floodplain administration, GIS updates, and comprehensive planning efforts.
- Provide organized record sets to administration for retention and legal compliance.
- Perform other duties as assigned that relate logically to this position's purpose.

Minimum Education and Experience Requirements:

- Bachelor's degree in urban planning, Public Administration, Geography, Architecture, Environmental Studies, Engineering, Criminal Justice, or a related field.
- Two years of equivalent combination of relevant experience such as construction project management, architectural project management, real estate/title research, zoning administration, GIS administration, building inspection administration, or environmental permitting.
- Experience in zoning administration, planning, permit review, or code enforcement.
- Valid Wisconsin driver's license.

Knowledge, Skills, and Abilities:

-
- Strong interpersonal and customer-service skills; ability to communicate complex regulations clearly and empathetically.
 - Ability to interpret and enforce ordinances, plans, development documents, blueprints, and legal descriptions.
 - Skilled in problem-solving, research, data analysis, and project management.
 - Ability to manage multiple priorities, meet deadlines, and maintain attention to detail.
 - Proficiency with Microsoft Office; GIS experience preferred.

Work Environment/Physical Demands:

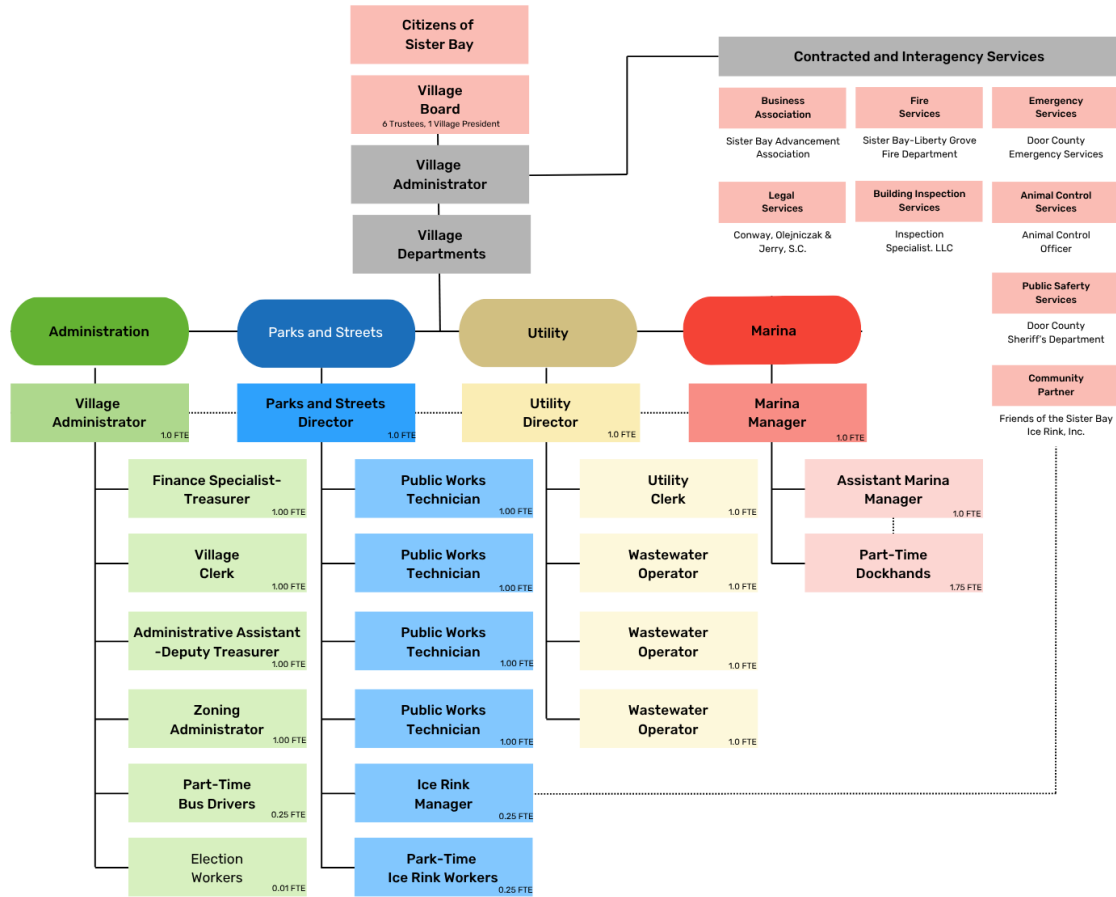
- Work is performed primarily in an office setting with periodic outdoor inspections in varying weather conditions.
- Must be able to stand, walk, sit, communicate clearly, take measurements, and use standard office and inspection equipment.
- Occasional lifting of 30 lbs. may be required.
- Inspections may involve driving in high-traffic or stressful conditions; occasional court appearances may require professionalism under pressure.

Supervision / Decision-Making:

- This position does not supervise other employees.
- Decisions made significantly impact Village operations and development activities.
- Works under the general direction of the Village Administrator with direct accountability for results.

This job description is intended to describe the functions and minimum requirements for the performance of this job and does not constitute an employment contract. Duties may be added, changed, or removed as needed by the Village Board.

Proposed, Organizational Structure



Proposed, FTE

DEPARTMENT/FUNCTION	ACTUAL 2026		PROPOSED 2027	
	FT	PT	FT	PT
VILLAGE BOARD AND COMMITTEES				
Village Board and Committees	0.00	0.01	0.00	0.01
Total Village Board and Committees:	0.00	0.01	0.00	0.01
ADMINISTRATION				
Village Administrator	1.00	0.00	1.00	0.00
Finance Specialist/Treasurer	1.00	0.00	1.00	0.00
Village Clerk	1.00	0.00	1.00	0.00
Administrative Assistant/Deputy Clerk	1.00	0.00	1.00	0.00
Code Compliance Officer	0.00	0.50	0.00	0.00
Zoning Administrator	0.00	0.00	TBD	TBD
Part-Time Bus Driver	0.00	0.25	0.00	0.25
Election Workers	0.00	0.01	0.00	0.01
Total Administration:	4.00	0.76	4.00	0.26
PARKS AND STREETS				
Parks and Streets Director	1.00	0.00	1.00	0.00
Public Works Technician	1.00	0.00	1.00	0.00
Public Works Technician	1.00	0.00	1.00	0.00
Public Works Technician	1.00	0.00	1.00	0.00
Public Works Technician	1.00	0.00	1.00	0.00
Ice Rink Manager	0.00	0.25	0.00	0.25
Part-Time Ice Rink Workers	0.00	0.25	0.00	0.25
Total Parks and Streets:	5.00	0.50	5.00	0.50
UTILITIES				
Utility Director	1.00	0.00	1.00	0.00
Utility Clerk	1.00	0.00	1.00	0.00
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Wastewater Operator	1.00	0.00	1.00	0.00
Wastewater Operator	1.00	0.00	1.00	0.00
Total Utilities:	5.00	0.50	5.00	0.50
MARINA				
Marina Manager	1.00	0.00	1.00	0.00
Assistant Marina Manager	1.00	0.00	1.00	0.00
Part-Time Dockhands	0.00	1.75	0.00	1.75
Total Marina:	9.00	2.25	9.00	2.25
TOTAL DEPARTMENT/FUNCTION:	23.00	4.02	24.00	3.52

Proposed, Full-Time Scenario (40 hrs):

2027 Wage and Salary Cost Estimate

Position:	Zoning Administrator
FLSA Classification:	Exempt
Pay Type:	Salaried
Base Department:	Administration
Base Dept. No.:	TBD

Employee:	ER	Pd	Chg	Zoning & Code Compliance
2027 Budgeted Hours				2080
Base Wage Rate				\$75,000.00
2027 Base Wage				\$75,000.00
2027 Hourly Wage				\$36.06
Hours				\$2,080.00
Hourly Cost				\$0.00
Total FT Labor				\$75,000.00
2027 PT Base Wage				\$0.00
2027 PT Hourly Rate				\$36.06
PT Overtime Hours				\$0.00
PT Overtime Cost				\$0.00
Total Part-time Labor				\$0.00
Other Wages or Bonuses				\$0.00
2027 Wages				\$75,000.00
Retirement	7.25%	0%		\$5,437.50
Social Security	7.65%	0%		\$5,737.50
EE Health Insurance	85%	0%		\$23,715.12
Dep Health Insurance	85%	5%		\$0.00
Dental Insurance	85%	0%		\$1,641.00
Life Insurance	100%	0%		\$80.64
Disability Insurance	100%	0%		\$336.60
HSA Benefits	100%	0%		\$4,850.00
Vision Insurance	100%	0%		\$56.64
Workers Compensation Cost	84%	0%		\$132.67
Total Cost				\$116,987.67

Assumptions:

- (1) The position is exempt/salaried with a base wage of \$75,000, including benefits.
- (2) The position is based on 2080 budgeted hours.
- (3) The position would elect all eligible benefits.

Proposed, Part-Time Scenario (20/35 hrs):

2027 Wage and Salary Cost Estimate

Position:	Zoning Administrator
FLSA Classification:	Non-Exempt
Pay Type:	Hourly
Base Department:	Administration
Base Dept. No.:	TBD

Employee:	ER	Pd	Chg	Zoning & Code Compliance
2027 Budgeted Hours				1430
Base Wage Rate				\$51,562.50
2027 Base Wage				\$0.00
2027 Hourly Wage				\$0.00
Hours				1430
Hourly Cost				\$0.00
Total FT Labor				\$0.00
2027 PT Base Wage				\$51,562.50
2027 PT Hourly Rate				\$36.06
PT Overtime Hours				\$0.00
PT Overtime Cost				\$0.00
Total Part-time Labor				\$51,562.50
Other Wages or Bonuses				\$0.00
2027 Wages				\$51,562.50
Retirement	7.25%	0%		\$3,738.28
Social Security	7.65%	0%		\$3,944.53
EE Health Insurance	0%	0%		\$0.00
Dep Health Insurance	85%	5%		\$0.00
Dental Insurance	0%	0%		\$0.00
Life Insurance	0%	0%		\$0.00
Disability Insurance	0%	0%		\$0.00
HSA Benefits	0%	0%		\$0.00
Vision Insurance	0%	0%		\$0.00
Workers Compensation Cost	84%	0%		\$69.30
Total Cost				\$59,314.61

Assumptions:

- (1) The position is non-exempt/hourly with a base hourly wage of \$36.06.
- (2) The position is based on 1430 budgeted hours (20 hours per week during the off season and 35 hours per week during the peak season), which equates to a base wage of \$51,562.50.
- (3) The position would only be eligible for Retirement (WRS) and Social Security benefits.

Proposed, Part-Time Scenario (20hrs):

2027 Wage and Salary Cost Estimate

Position:	Zoning Administrator
FLSA Classification:	Non-Exempt
Pay Type:	Hourly
Base Department:	Administration
Base Dept. No.:	TBD

Employee:	ER	Pd	Chg	Zoning & Code Compliance
2027 Budgeted Hours				1040
Base Wage Rate				\$37,500.00
2027 Base Wage				\$0.00
2027 Hourly Wage				\$0.00
Hours				1040
Hourly Cost				\$0.00
Total FT Labor				\$0.00
2027 PT Base Wage				\$37,500.00
2027 PT Hourly Rate				\$36.06
PT Overtime Hours				\$0.00
PT Overtime Cost				\$0.00
Total Part-time Labor				\$37,500.00
Other Wages or Bonuses				\$0.00
2027 Wages				\$37,500.00
Retirement	0	0%		\$0.00
Social Security	7.65%	0%		\$2,868.75
EE Health Insurance	0%	0%		\$0.00
Dep Health Insurance	85%	5%		\$0.00
Dental Insurance	0%	0%		\$0.00
Life Insurance	0%	0%		\$0.00
Disability Insurance	0%	0%		\$0.00
HSA Benefits	0%	0%		\$0.00
Vision Insurance	0%	0%		\$0.00
Workers Compensation Cost	84%	0%		\$50.40
Total Cost				\$40,419.15

Assumptions:

- (4) The position is non-exempt/hourly with a base hourly wage of \$36.06.
- (5) The position is based on 1040 budgeted hours (20 hours per week), which equates to a base wage of \$37,500.
- (6) The position would only be eligible for Social Security benefits.

Proposed, Compensation Schedule

Administration Positions															
Position	Step Adjustment					Longevity Adjustment					Longevity Adjustment				
	3%					5%					5%				
	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8	Step 9	Step 10	Step 11	Step 12	Step 13	Step 14	Step 15
Village Clerk - Certified	\$30.50	\$31.42	\$32.36	\$33.33	\$34.33	\$36.04	\$37.13	\$38.24	\$39.39	\$40.57	\$42.60	\$43.87	\$45.19	\$46.55	\$47.94
Village Clerk - Uncertified	\$29.00	\$29.87	\$30.77	\$31.69	\$32.64	\$34.27	\$35.30	\$36.36	\$37.45	\$38.57	\$40.50	\$41.72	\$42.97	\$44.26	\$45.59
Deputy Clerk - Certified	\$26.50	\$27.30	\$28.11	\$28.96	\$29.83	\$31.32	\$32.26	\$33.22	\$34.22	\$35.25	\$37.01	\$38.12	\$39.26	\$40.44	\$41.66
Deputy Clerk - Uncertified	\$25.00	\$25.75	\$26.52	\$27.32	\$28.14	\$29.54	\$30.43	\$31.34	\$32.28	\$33.25	\$34.92	\$35.96	\$37.04	\$38.15	\$39.30
Financial Specialist/Treasurer	\$37.50	\$38.63	\$39.78	\$40.98	\$42.21	\$44.32	\$45.65	\$47.02	\$48.43	\$49.88	\$52.37	\$53.94	\$55.56	\$57.23	\$58.95
Admin. Assistant/Deputy Clerk	\$25.00	\$25.75	\$26.52	\$27.32	\$28.14	\$29.54	\$30.43	\$31.34	\$32.28	\$33.25	\$34.92	\$35.96	\$37.04	\$38.15	\$39.30
Admin. Assistant/Deputy Treasurer	\$26.50	\$27.30	\$28.11	\$28.96	\$29.83	\$31.32	\$32.26	\$33.22	\$34.22	\$35.25	\$37.01	\$38.12	\$39.26	\$40.44	\$41.66
Administrative Assistant	\$24.00	\$24.72	\$25.46	\$26.23	\$27.01	\$28.36	\$29.21	\$30.09	\$30.99	\$31.92	\$33.52	\$34.52	\$35.56	\$36.63	\$37.73
Compliance Officer	\$25.00	\$25.75	\$26.52	\$27.32	\$28.14	\$29.54	\$30.43	\$31.34	\$32.28	\$33.25	\$34.92	\$35.96	\$37.04	\$38.15	\$39.30
Zoning Administrator	\$36.06	\$37.14	\$38.26	\$39.40	\$40.59	\$42.62	\$43.89	\$45.21	\$46.57	\$47.96	\$50.36	\$51.87	\$53.43	\$55.03	\$56.68



STAFF REPORT

Date: September 22, 2026

To: Personnel Committee
Re: Job Description Review; Utility Department
Author(s): Benjamin Andrews, Village Administrator

The utility department job descriptions were reviewed by Village Staff. The working/proposed copy is attached. Both the Village administrator and the Utility Director reviewed and made edits to the job descriptions.

Attached are the working/proposed copies of the job description as well as the current approved job description. The intention of this agenda item is to make any necessary recommendations for changes.

Once changes are recommended, the next department would be identified for job description review (administration, parks and public works, marina).



VILLAGE OF SISTER BAY JOB DESCRIPTION

Job Title: Utilities Director
Reports To: Village Administrator
Employment Category: Full-Time
Approved By: Village Board

Department: Utilities
FLSA Classification: Exempt
Pay Type: Salaried
Approval Date: [Date]

Commented [MB1]: under minimum education and experience requirements: Possibly add requirements for Municipal Waterworks Operator Certification through the Wisconsin Department of Natural Resources including Distribution and Groundwater subclass certifications.

Also requirement for Wastewater Operator Certification including subclasses Biological Solids/Sludge Handling, Processing & Reuse, Biological Treatment: Suspended Growth Processes, Disinfection, Laboratory, Nutrient Removal: Total Phosphorus, Sanitary Sewage Collection System, and Solids Separation

JOB SUMMARY

The Utilities Director is a highly responsible professional position serving the Village Board and Administrator. The Director oversees the prudent management and operation of the wastewater treatment plant, water and wastewater infrastructure, stormwater systems, and department personnel. This position includes administrative, supervisory, budgeting, regulatory, and operational responsibilities necessary to ensure safe, efficient, and compliant utility operations for the Village.

ESSENTIAL DUTIES AND RESPONSIBILITIES

General Duties

- Manage and direct the daily work of department employees.
- Coordinate purchasing, repair, and use of department equipment.
- Coordinate and provide project management of professional consultants serving the Village.
- Collaborate with engineers and consultants on planning water, wastewater, and stormwater infrastructure.
- Serve as Operator in Charge ~~Lead Operator~~ of the wastewater treatment plant.
- Prepare PSC, DNR, budget, and other required operational reports.
- Work with the Utilities Clerk on billing, budget, and customer issues.
- Write grants and administer associated contracts.
- Coordinate with Parks and Streets Director on stormwater issues and road planning.
- Represent the Village as authorized by the Administrator.
- Serve as staff support to the Sewer and Water Utility Committee.
- Perform other duties as assigned by the Administrator.

Commented [MB2]: Most utilities call it the "Operator in Charge (OIC)" but that is just typical industry terminology

Administrative Responsibilities

- Assist the Administrator in planning and implementing Board priorities.
- Develop and implement departmental work plans and performance goals.
- Supervise department employees, including temporary and seasonal staff.
- Model professional standards of conduct and communication.
- Remain current on trends, standards, and best practices in utility management.

Personnel Responsibilities

- Organize, direct, and supervise utilities staff to ensure high-quality services.
- Recommend employee assignments, promotions, suspensions, or terminations.
- Conduct regular staff performance reviews.
- Provide leadership to support productivity, training, and safety. Implement and enforce Village work policies and procedures.

Budget Responsibilities

- Prepare capital and operating budgets with Contracted Engineers under Administrator direction.
- Administrator adopted budgets or amended budgets.
- Follow purchasing procedures to obtain quality goods and services at competitive prices.

SECONDARY, INCIDENTAL DUTIES AND RESPONSIBILITIES

Secondary duties for the Utilities Director may include support activities as necessary to ensure continuity of Village operations, attendance at meetings and community events, or engagement with consultants, residents, or other governmental agencies on matters related to utilities operations.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

- An associate's degree in water/wastewater technology or equivalent combination of education and experience providing the required skills.
- Municipal Waterworks Operator Certification through the Wisconsin Department of Natural Resources including Distribution and Groundwater subclass certifications.
- Additional license requirements include Wastewater Operator Certification including subclasses Biological Solids/Sludge Handling, Processing & Reuse, Biological Treatment: Suspended Growth Processes, Disinfection, Laboratory, Nutrient Removal: Total Phosphorus, Sanitary Sewage Collection System, and Solids Separation.
- Demonstrated administrative, supervisory, and leadership experience.
- Minimum of five (5) years of progressive experience in water and wastewater utilities or public works, including supervisory experience.
- Valid Wisconsin driver's license.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Municipal public works and utilities principles and practices.
- Construction project management.
- Applicable state laws and regulatory codes.
- Personnel management techniques.
- Anticipate issues and recommend solutions.
- Work independently with minimal supervision.
- Communicate effectively in oral and written form.
- Use Village word processing, database, and spreadsheet software.
- Build effective working relationships with the Village Board, Administrator, staff, and citizens.
- Implement policies and procedural directives.
- Plan, organize, direct, and evaluate staff work.
- Read, interpret, and analyze technical materials, regulations, correspondence, and reports.
- Perform mathematical operations and analyze numerical data.
- Write and administer grants.

WORK ENVIRONMENT/PHYSICAL DEMANDS:

- Work involves long periods of physical activity including lifting 50 pounds and occasionally up to 100 pounds.
- Tasks may require sitting, climbing, kneeling, crouching, crawling, or other strenuous movements.
- Must be able to see, recognize, and manipulate job-related objects.
- Must be able to listen, speak, and write English fluently.
- Work occurs in both office settings and field conditions, including construction sites and inclement weather.
- Subject to 24-hour emergency call-in.
- Attendance at evening meetings required.

SUPERVISION / DECISION-MAKING:

The Utilities Director supervises department staff, provides leadership and direction, and recommends personnel actions. Decision-making involves budget planning, operational management, regulatory compliance, and implementation of Administrator and Board directives.

This job description is intended to describe the functions and minimum requirements for the performance of this job and does not constitute an employment contract. Duties may be added, changed, or removed as needed by the Village Board.

Job Description

JOB TITLE: Utilities Director

EXEMPT: Yes

REPORTS TO: Village Administrator

General Nature of Position:

This is a highly responsible position providing professional service to the Village Board and Administrator. The Utilities Director is accountable to the Administrator for prudent management and operations of the wastewater treatment plant, its operations, waste and water infrastructure, and underground stormwater system, and for the supervision and management of department employees.

Duties and Responsibilities:

1. General Duties
 - a. Manage employees and direct the daily work of department employees.
 - b. Coordinate purchasing, repair, and use of department equipment.
 - c. Coordinate and provide project management of professional consultants and their service to the village.
 - d. Plan and assist consultants and contracted engineers in planning water and wastewater utilities infrastructure and storm water infrastructure.
 - e. Serves as Lead Operator of the wastewater treatment plant.
 - f. Prepares P.S.C., D.N.R., budget, and all reports necessary for Utilities operation.
 - g. Confers with Utilities Clerk on billing, budget, and customer issues.
 - h. Write grants and administer associated contracts.
 - i. Coordinates with the Parks and Streets Director on stormwater issues and road planning.
 - j. Represent the Village as authorized and directed by the Administrator.
 - k. Serves as staff to the Sewer and Water Utility Committee.
 - l. Other duties as assigned by Administrator.
2. Administrative Responsibilities
 - a. Assist the Administrator in planning for and implementing Board priorities.
 - b. Develop and implement work plans to meet department performance goals as directed by the Administrator.
 - c. Supervises department employees, clerk as well as temporary and seasonal employees.
 - d. Model professional standards of conduct and communication between staff and the public.
 - e. Keep abreast of current trends in utilities related matters, management and other industry standards.

3. Personnel Responsibilities
 - a. Organize, direct, and supervise utilities staff in order to develop high-quality, efficient Village public works services.
 - b. Recommend assignment, re-assignment, appointment, promotion, suspension, and/or termination of utilities staff.
 - c. Regularly review department staff performance.
 - d. Provide leadership to promote productivity and good employee relationships by:
 - (i) Assuring that employees receive opportunities for training to improve job-related knowledge and skills;
 - (ii) Developing, rewarding, and enforcing high standards of performance and safety; and,
 - (iii) Implementing and enforcing Village work policies and procedures.
4. Budget Responsibilities
 - a. Prepare departmental capital and operating budgets in conjunction with the Contracted Engineers under the general direction of the Administrator.
 - b. Administer the departmental budgets as adopted and/or amended.
 - c. Follow appropriate purchasing procedures to ensure that quality goods/services are obtained in a timely manner and at a competitive price.

Work Environment:

The physical demands here are representative of those required to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions.

1. Perform tasks involving long periods of work that may involve physical effort to lift, carry, push and pull objects weighing 50 pounds, and occasionally up to 100 pounds.
2. Perform tasks that may require the ability to sit, climb, kneel, crouch, crawl, or other demanding movements.
3. Ability to see, recognize and manipulate job-related objects and materials, and use them to accomplish tasks appropriately.
4. Listen to, speak, and write English fluently.
5. Works in normal office setting and under field conditions including uneven construction site terrain and inclement weather and associated field conditions.
6. Subject to 24-hour emergency call-in.
7. Attendance at evening meetings required.

Required Education, Experience, Knowledge, and Abilities

1. Education
 - a. Any combination equivalent to education and experience that provides the required skills is qualifying. Typical qualifications would be equivalent to: associate's degree in water/wastewater technology, at least five (5) years' experience working with water and wastewater systems. Demonstrated administrative, supervisory and leadership experience.

- b. Valid Wisconsin driver's license.
2. Experience
- a. Minimum of five (5) years of progressive experience in water and wastewater as an assistant director of public works or utilities, or a combination thereof.
 - b. Supervisory experience.
3. Knowledge of:
- a. Principles and practices of municipal public works and utilities.
 - b. Construction project management.
 - c. Applicable state laws and regulatory codes.
 - d. Personnel management functions and techniques.
4. Ability to:
- a. Anticipate issues and recommend solutions.
 - b. Work independently and with minimal supervision.
 - c. Communicate effectively in oral and written form, including use of Village word processing, database, and spreadsheet programs.
 - d. Establish and maintain effective working relationships with the Village Board, Administrator, other department heads, employees, and citizens.
 - e. Implement policies and procedural directions from the Administrator.
 - f. Plan, organize, direct, and evaluate the work of department personnel.
 - g. Read, interpret, and analyze professional journals and government regulations.
 - h. Read and interpret correspondence, reports, reference sources, ordinances, statutes, policies, and other routine and non-routine written communications.
 - i. Perform mathematical operations to calculate figures and analyze simple and complex numerical data.
 - j. Write and administer grants.

The Village of Sister Bay is an Equal Opportunity Provider and Employer



VILLAGE OF SISTER BAY JOB DESCRIPTION

Job Title: Utilities Clerk
Reports To: Utilities Director
Employment Category: Full-Time
Approved By: Village Board

Department: Utilities
FLSA Classification: Non-Exempt
Pay Type: Hourly
Approval Date: [Date]

JOB SUMMARY

The Utilities Clerk performs a variety of clerical, administrative, financial, and customer service duties to support the operation of the Water and Sewer Utility. This position is responsible for the billing, collection, receipting, accounting, deposit, and dispersal of Utility funds. The Utilities Clerk maintains customer account information and Utility records, processes utility billing cycles, and assists customers with inquiries related to utility services and charges. The position requires accuracy, timeliness, and a strong understanding of utility accounting and billing procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Administrative & Financial Duties

- Collect, receipt, account for, and deposit all Utility funds.
- Process and post Accounts Payable and Accounts Receivable transactions.
- Prepare invoices, vouchers, checks, refunds, and bank deposits.
- Monitor bank documentation for timeliness and accuracy.
- Maintain and update utility asset and customer information databases.
- Compile information required for the annual audit.
- Serve as the official records custodian for the Utility and ensure proper record retention in coordination with the Utilities ~~Department Staff Director~~ and ~~Committee Chair~~.
- Respond to customer and vendor inquiries.
- Receive and process daily mail and date-stamp all incoming paperwork.

Commented [MB1]: add in coordination with the Utilities Assistant as well

Utility Billing

- Prepare, process, and mail quarterly water and sewer utility bills.
- Enter and post billing data, meter readings, adjustments, and payment information.
- Maintain customer account records including new accounts, terminations, and address changes.
- Assess finance charges and process past-due notices.
- Conduct follow-up collection actions for delinquent accounts.
- Print and prepare quarterly utility billing reports.

Customer Service & Public Interaction

- Provide general information on utility bills, connection fees, permits, and related topics.
- Provide applications and forms to citizens and applicants.
- Handle in-person complaints and inquiries ~~at the Administration Building~~.
- Maintain positive public relations with customers, vendors, and all interested parties.

Commented [MB2]: change from Administrative Building to Wastewater Treatment Plant.

Records, Reports & Other Duties

- Prepare monthly, quarterly, and annual reports including water sales, usage, and sewer service reports.
- Maintain special assessment records and process annual tax roll billing.
- Prepare sanitary assessment certificates for title companies.
- Prepare monthly hauler invoices and maintain related records.
- Attend meetings and training seminars to maintain knowledge of state and federal regulations.
- Perform general secretarial tasks and process departmental mail, as assigned, and in coordination with Utility Department Staff.

Commented [MB3]: "Coordinates with the Utilities Assistant to perform general secretarial tasks and process departmental mail as assigned "

SECONDARY, INCIDENTAL DUTIES AND RESPONSIBILITIES

Secondary duties may include assisting Utility staff, supporting the department's administrative needs, completing miscellaneous reports, participating in training sessions, or performing other duties as assigned to ensure smooth Utility operations.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

- High school diploma or GED required.
- Coursework in bookkeeping, accounting, typing, or general office procedures preferred.
- Minimum of three (3) years of office experience including accounting duties and customer service responsibilities.
- Any combination of education and experience providing the required knowledge and abilities may be considered.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Governmental and utility accounting principles.
- Municipal utility billing and collection procedures.
- Enterprise fund accounting and PSC regulations.
- Sister Bay Municipal Code chapters related to Utility operations.
- Modern office practices, electronic data processing, recordkeeping, and proofreading.
- Statistical and reporting methods. Perform complex arithmetic calculations with speed and accuracy.
- Perform accurate data entry and accounting tasks.
- Communicate clearly and courteously both verbally and in writing.
- Maintain effective working relationships with staff, citizens, vendors, and elected officials.
- Handle emotional situations and interact tactfully with the public.
- Use computers, network systems, and utility billing software.
- Research and retrieve information from various sources.
- Use proper grammar, punctuation, and spelling.

WORK ENVIRONMENT/PHYSICAL DEMANDS:

- Work is performed primarily in a quiet office environment.
- Duties require sitting, talking, hearing, typing, handling objects, and reaching with hands and arms.
- Must be able to lift and move up to 30 pounds occasionally.
- Requires close vision and ability to adjust focus.
- Reasonable accommodation may be made for individuals with disabilities.

TOOLS AND EQUIPMENT USED:

- Personal computers and associated utility billing software.
- Networked printers and computer systems.
- Telephones, calculators, copy machines, fax machines, and other standard office equipment.

LICENSES / CERTIFICATIONS:

- Valid Wisconsin Motor Vehicle Operator's License preferred.

LICENSES / CERTIFICATIONS:

The Utilities Clerk works under the direct supervision of the Utilities Director. Decision-making involves routine clerical, billing, and financial tasks within established policies, procedures, and regulatory requirements.

This job description is intended to describe the functions and minimum requirements for the performance of this job and does not constitute an employment contract. Duties may be added, changed, or removed as needed by the Village Board.



Village of Sister Bay

Job Title: Utility Clerk

Department: Water and Sewer Utility

FLSA Classification: Non-exempt

Summary Job Description

This is a part time position with a variety of clerical and administrative duties. The Utility Clerk is responsible for the collection, receipting, accounting, dispersal and deposit of all Utility funds.

Major Duties/Essential Functions

The Utility Clerk manages the preparation of sewer and water utility bills, mails and processes sewer and water utility bills and enters all billing information into the billing system. He or she also maintains customer information and Utility asset data bases.

The Utility Clerk manages the collection and receipting of all Utility monies received from customers. He or she also prepares appropriate invoices, vouchers, checks and refunds, monitors the timely receipt and accuracy of bank documentation related to the Utility's bank accounts, ensures that Accounts Payable and Accounts Receivable are accurately posted, and is responsible for compiling information required for the Utility's annual audit.

The Utility Clerk provides general information to citizens on utility bills, connection fees, permit fees and other related information, and provides application forms to applicants and the general public.

The Utility Clerk processes all delinquent water/sewer invoices and other chargeable items for the Utility, and monitors collection performance and reporting.

The Utility Clerk serves as the official records custodian for the Utility; works with Utility staff and the Utilities Committee Chair to ensure retention of required records, and prepares monthly and quarterly reports as needed.

The Utility Clerk answers telephone inquiries from staff, citizens, vendors and other municipalities, and handles in-person complaints and inquiries at the Administration Building.

The Utility Clerk maintains public relations with customers, vendors and all interested parties.

Minor Duties/Responsibilities

The Utility Clerk processes all special assessment letter requests which are sent to the Utility and posts all payments received.

The Utility Clerk completes miscellaneous reports, annual report information, year-end water sales and usage reports and the Annual Sewer Service Report.

The Utility Clerk performs general secretarial tasks, processes mail, and handles correspondence for the Utilities Department as assigned.

The Utility Clerk attends meetings and training seminars in order to maintain current knowledge of state and federal regulations and requirements, and performs related duties as assigned.

Supervision/Accountability

The Utility Clerk is under direct supervision of the Utilities Director.

Required Knowledge

The Utility Clerk must have knowledge of governmental and utility accounting principles, and have knowledge of the principles and methods of utility billing and collections, municipal accounting practices, and the principles and procedures related to governmental enterprise accounting in order to direct and carry out functions in accordance with PSC regulations and generally accepted accounting principles. The Utility Clerk must also have knowledge of the related chapters of the Sister Bay Municipal Code; have knowledge of modern office methods and procedures, be familiar with electronic data processing systems, and be able to operate office equipment and maintain filing systems. He or she must be able to write business letters and reports; do proofreading; and have knowledge of statistical and record-keeping principles and procedures; and be able to proficiently utilize computerized accounting systems and spreadsheets.

Skills/Abilities

The Utility Clerk must have the ability to perform complicated arithmetic calculations; be able to perform accounting duties with speed and accuracy; be capable of doing data entry, be able to use personal computers, and have the ability to understand and apply basic input procedures. He or she must also have the ability to speak and understand the English language fluently and use proper grammar, punctuation and spelling; be able to maintain verbal and written interpersonal communications with a diverse range of people, and be able to handle emotional situations, establish and maintain cooperative relationships with co-workers and citizens contacted in the course of work; be able to meet the public tactfully, and be able to courteously answer questions in person and over the telephone. The Utility Clerk must be able to communicate clearly and courteously with Village staff members, Utility Commissioners, elected officials and the public, have the ability to research and obtain pertinent information through various resources, and have the ability to use networked personal computer equipment to process, access, retrieve, or input information using standardized software common to the work unit or as assigned.

Education/Experience

Any combination of equivalent education and experience that provides the required knowledge and skills is qualifying. Typical qualifications would be possession of a high school diploma or G.E.D., with course work in bookkeeping, accounting, typing and general office procedures, and three (3) years experience in an office environment with a variety of accounting duties, including customer service tasks.

Physical Demands

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to sit, talk and hear. The employee is required to use hands to type, finger, handle, or feel objects, tools, or controls; and must be able to reach with hands and arms. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Work Environment**

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet and would be representative of a business office.

Tools and Equipment Used

The ability to use the tools and equipment listed below is essential to perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Personal computers, spreadsheet and word processing software, including but not limited to Civic Systems – Caselle/Clarity Utility Billing Software, Windows, Microsoft Word, Microsoft Excel and Microsoft Outlook; networked computer systems including various printers; telephones; 10-key calculators; copy and fax machines and other standard office equipment.

License/Certifications

Possession of a valid Wisconsin Motor Vehicle operator's license is preferred.

Special Conditions of Work

None.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

A spreadsheet on which the majority of the Utility Clerk's job duties are outlined is hereby attached and incorporated by reference.

VILLAGE OF SISTER BAY WATER & SEWER UTILITY

OUTLINE OF UTILITY CLERK JOB DUTIES

I. Administrative

- A. Receive mail daily
 - ~ Date stamp any and all paperwork received
- B. Process cash receipts
 - ~ From quarterly billings
 - ~ From "other income"
 - ~ From hauling invoices
- C. Process accounts payables
 - ~ Code/allocate payables as needed
 - ~ Enter and post all Utility payables; Issue checks
- D. Prepare bank deposits
- E. Make banking transactions as necessary
 - ~ Deposits; fund transfers
- F. Complete and fax Sanitary Assessment Certificates to Title Companies
- G. Respond to customer/vendor questions or inquiries.

II. Utility Billing

Follow Utility Billing Steps Checklist

- A. Post payments received
- B. Prepare and post adjustments
- C. Maintain and update customer information
 - ~ Terminated customers
 - ~ New customers
 - ~ Address changes
- D. Enter meter readings – quarterly
- E. Process and print quarterly billings; mail; post
- F. Print quarterly reports
- G. Assess finance charges
- H. Print past due billing cards; mail
- I. Take whatever follow-up collections actions are necessary

III. Miscellaneous

- A. Prepare hauler invoices – monthly
- B. Maintain special assessment records
 - ~ Annual billing for tax roll – November
 - ~ Quarterly and year-end reconciliation
- C. Complete miscellaneous reports
- D. Maintain public relations with customers, vendors and all interested parties
- E. Must be able to operate a computer and be capable of learning to use the following software/equipment:
 - ~ Civic Systems – Caselle/Clarity Utility Billing Software
 - ~ Windows; Microsoft Word; Microsoft Excel, Microsoft Outlook



VILLAGE OF SISTER BAY JOB DESCRIPTION

Job Title: Utility Operator (Water and Wastewater) **Department:** Utilities
Reports To: Utilities Director **FLSA Classification:** Non-Exempt
Employment Category: Full-Time **Pay Type:** Hourly
Approved By: Village Board **Approval Date:** [Date]

JOB SUMMARY

The Utility Operator (Water and Wastewater) is a full-time position responsible for performing skilled technical work in wastewater and water treatment operations, plant operation, sampling, testing, equipment monitoring, and reporting. The Utility Operator works under the general supervision of the Utility Director. Weekend and holiday stand-by duty is required on a rotational basis for wastewater testing, data recording, and SCADA system monitoring.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Conduct daily inspections of water treatment processes, lift stations, flow stations, and pumping stations; record meter and gauge readings.
- Perform wastewater and water laboratory tests and document results.
- ~~Read, service, and replace water meters; maintain related records and supplies.~~
- ~~Read, service, and replace water meters; work in coordination with the Utility Department Staff to maintain related records and order/stock necessary meter supplies~~
- Operate and monitor SCADA systems to identify and correct system issues.
- Work safely in confined spaces, trenches, and on ladders.
- Maintain storm sewers; clean catch basins and grates.
- Flush hydrants annually and exercise all water system valves.
- Operate stationary and portable electric generators and bypass pumps.
- Locate and mark district utilities for all Digger Hotline notifications.
- Complete residential cross-connection inspections.
- Learn and apply basic principles of chemical, physical, and bacteriological examination and treatment of water, wastewater, sludge, effluent, and related by-products.
- Conduct routine maintenance on fire hydrants, valves, manholes, and lift stations.
- Use computers, tablets, and handheld devices for meter reading; use standard office software.
- Apply common-sense understanding to carry out detailed instructions.
- Perform other related tasks as assigned.

Commented [MB1]: Read, service, and replace water meters; work in coordination with the Utilities Clerk to maintain related records and with the Utilities Assistant to order and stock necessary meter supplies.

Commented [MB2]: add residential after complete. We don't do commercial inspections (hydrocorp does) so it would just clarify that

Commented [MB3]: add water

Commented [MB4]: add valves

SECONDARY, INCIDENTAL DUTIES AND RESPONSIBILITIES

Secondary duties may include assisting other Utility staff, participating in department-wide maintenance activities, supporting recordkeeping needs, completing miscellaneous reports, or performing other duties assigned to support effective Utility operations.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

- High school diploma or equivalent.
- Valid Wisconsin Driver's License (loss of license may result in demotion, layoff, or termination).
- DNR Water and Wastewater certifications are desirable upon hire, but may be obtained during employment.
 - Basic wastewater certification exam and at least one subcategory must be passed within 18 months of employment.
 - Drinking water certification exam must be passed within 24 months of employment.
- Successful completion of a physical exam and alcohol/drug screening is required.
- Certification in CPR, First Aid, Bloodborne Pathogens, and other safety courses as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of wastewater and water treatment operations, testing, and equipment.
- Ability to operate SCADA systems and interpret system data.
- Ability to safely perform field work in confined spaces, trenches, and elevated environments.
- Ability to perform manual labor including lifting, pulling, bending, kneeling, climbing, crouching, and crawling.
- Ability to learn chemical, physical, and bacteriological treatment principles.
- Ability to complete accurate recordkeeping and operate electronic devices.
- Strong problem-solving skills and ability to follow detailed written and verbal instructions.
- Ability to maintain effective working relationships with coworkers, vendors, and the public.

WORK ENVIRONMENT/PHYSICAL DEMANDS:

- Outdoor work in public spaces under various and sometimes extreme weather conditions.
- Exposure to hazards including mechanical, electrical, air contaminants, noise, and heights.
- Work near moving mechanical and electrical equipment.
- Perform manual labor; lift, pull, and move 50 pounds for extended periods and up to 100 pounds occasionally.
- Frequent physical movements including stooping, twisting, bending, climbing, kneeling, crouching, and crawling.
- Audio, visual, and verbal functions are vital aspects of the position.

SUPERVISION / DECISION-MAKING:

The Utility Operator works under the general supervision of the Utility Director. Decision-making involves performing routine technical and operational tasks in accordance with established procedures, safety protocols, regulatory requirements, and industry standards.

This job description is intended to describe the functions and minimum requirements for the performance of this job and does not constitute an employment contract. Duties may be added, changed, or removed as needed by the Village Board.



Village of Sister Bay Utilities

Job Title: Water/Wastewater Operator

Department: Utilities

FLSA Classification: Non-exempt

Summary Description

The Water/Wastewater Operator is a full-time position at Sister Bay Utilities. This is a skilled position, and the person in this position is expected to perform, understand, and complete a variety of tasks in the field of wastewater and water treatment, plant operation, and testing. The Operator will receive work assignments and instructions primarily from the Lead Operator but may also receive assignments and instructions from the Public Works Director. Weekend and holiday stand-by will be required on a rotational basis for wastewater testing, data recording, and SCADA monitoring.

Job Duties and Responsibilities

The duties and responsibilities of this position will include, but are not limited to:

- Daily checks of water treatment processes, lift, flow, and pumping stations and recording of meter and gauge readings.
- Perform wastewater and water tests in laboratory and document results
- Reading, servicing, and replacement of water meters and maintenance of associated records and supplies.
- Use a SCADA system to identify and correct problems.
- Work in confined spaces, in trenches, and on ladders.
- Maintain storm sewers and clean catch basins and grates
- Annually flush all hydrants and exercise every water system valve.
- Operate stationary and portable electric generators and bypass pumps.
- Locate and mark all district utilities for all Digger Hotline notifications.
- Complete cross connection inspections.
- Ability to learn basic principles of chemical, physical, and bacteriological examination and treatment of wastewater, sludge, effluent, and by-products.
- Perform routine maintenance on fire hydrants, manholes, and lift stations.
- Utilization of a computer, tablet, or handheld devices for meter reading and knowledge of basic computer operations including common office productivity software.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Perform other related tasks as assigned.

Working Conditions

The working conditions described below are conditions employees may encounter while performing the job duties and responsibilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work outdoors in public spaces under various, and occasionally extreme, weather conditions and in public facilities and may be subject to irregular hours and overtime.

- Exposure to hazards and conditions where there is a possible danger to life, health, or bodily injury, which may include mechanical, electrical, air contaminations, noisy environments, and heights.
- Work near moving mechanical and electrical equipment.
- Perform manual labor
- Lift, pull, and/or move 50 pounds for extended periods of time and occasionally lift, pull, or move up to 100 pounds.
- Movements such as stooping, twisting, bending, climbing, kneeling, crouching, and crawling are sometimes required. Audio, visual, and verbal functions are vital aspects of this position.

Licenses and Certifications

Any equivalent combination of education and experience that provides the required skills and abilities is qualifying.

- Possess a high school diploma or equivalent
- Hold and maintain a valid Wisconsin Driver's License. Loss of license may be cause for demotion, lay-off or termination.
- Department of Natural Resources (DNR) Water and Wastewater certifications are desirable upon hire but may be obtained during employment. Basic wastewater certification exam and at least one subcategory must be passed within the first 18 months of employment. Drinking water certification exam must be passed within the first 24 months of employment.
- Successful completion of a physical and alcohol/drug screen are conditions of employment.
- Certification in CPR, First Aid, Bloodborne Pathogens, and other safety courses deemed necessary during employment.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related to, or a logical assignment to the position. This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requires of the position change.

The Village of Sister Bay is an equal opportunity employer.



STAFF REPORT

Date: September 22, 2026

To: Personnel Committee
Re: Job Description Review; Village Administrator
Author(s): Benjamin Andrews, Village Administrator

This agenda item was referred to a future Personnel Committee meeting during the September 10th, 2026 Personnel Committee meeting, under 'Matters to be Placed on a Future Agenda or Referred to a Committee, Official, or Employee'.

Attached is the job description with the strike through on the zoning related items.



VILLAGE OF SISTER BAY JOB DESCRIPTION

Job Title: Village Administrator
Reports To: Village Board
Employment Category: Full-Time
Approved By: Village Board

Department: Administration
FLSA Classification: Exempt
Pay Type: Salaried
Approval Date: [Date]

JOB SUMMARY

The Administrator serves as the Chief Administrative Officer for the daily operation of the Village of Sister Bay, Door County, Wisconsin, and reports directly to the Village Board of Trustees and Village President. This is a full-time, salaried position appointed by the Village Board. The Administrator serves the Board in the development and implementation of its legislative policies. The Administrator manages department directors and provides leadership to all full-time and part-time employees. This person is responsible for the duties of the Village Administrator as outlined in the municipal code, statutes, and all other applicable laws of governance. The Administrator shall manage, analyze, direct, supervise, evaluate, and be responsible for and coordinate all departments, divisions, and services of village government and of all officers and employees thereof which are under the control and jurisdiction of the Village Board as provided by law, and to make recommendations respecting the same to the Board, and shall also serve as the ~~Zoning Administrator and~~ Human Resources Manager for the village.

Essential Duties and Responsibilities

The primary responsibilities of this position include but are not limited to the following:

- Carry out directives of the Village Board which require administrative implementation, reporting promptly to the Village President and Village Board any difficulties encountered therein;
- Work collaboratively with management staff, assisting them in their day-to-day needs and advice;
- Administer all day-to-day operations of village government, including the administration of all village ordinances, resolutions, policies, statutes and administrative codes, and decisions made at Village Board meetings;
- In cooperation with the Village Treasurer/Financial Specialist, serve as the primary staff contact responsible for the presentation and monitoring of the Capital Improvement Plan and annual operating budget in accordance with all statutory requirements;
- Work with the Village Treasurer/Financial Specialist regarding investments, policies, and other recommendations to make the village more financially stable;
- Serve as the Human Resources Manager by advertising available jobs, coordinating with department directors on the hiring processes, discipline, and termination; file personnel claims with the appropriate agencies. If the Administrator is unskilled in benefits administration, coordinate with the HR Consultant on employee benefits and the presentation and administration of the most cost-effective benefits that are in the best interests of both the village and the employees;
- Oversee the engagement of outside consultants and contractors through drafting RFPs or bid requests, review the bids or proposals and make a recommendation to the Village Board; drafting contracts for review by the Village Attorney, monitoring contracts, and ensuring the thorough and satisfactory

completion of all contracted and consultant work;

- ~~Review and process all zoning and land use applications and related plans, processes, and applications that are submitted to the Village Office, make referrals to the Plan Commission and/or the Village Board, serve as staff to the Plan Commission, monitor permits and Development Agreements for compliance;~~
- Draft administrative procedures to increase the effectiveness and efficiency of village government according to best practices in local government;
- Research, apply and administer grants.
- Keep informed concerning current federal, state, and county legislation affecting the village;
- Remain responsible in all aspects of intergovernmental relations by staying current on local issues and by positioning the village, by all necessary means, for long-term sustainability;
- Establish and maintain procedures to facilitate communication between citizens and village government to ensure that complaints, grievances, recommendations and other matters receive prompt attention by the official responsible.
- Perform all other duties as may be assigned by the Board.

Secondary, Incidental Duties and Responsibilities

In addition to the essential duties and responsibilities of this position, other needs arise on an as needed or less frequent basis. Some of these duties include:

- Oversee public hearing notices and press releases on a timely basis to ensure all materials included therein are current and published per law;
- Respond to employee requests, concerns or grievances in a timely and professional manner;
- Attend promptly to all resident inquiries, concerns, issues, etc., ensuring that all ordinances are followed;
- Attend conferences, seminars, workshops and court proceedings as needed;
- Discuss and negotiate with developers, builders, business-owners and others attempting to procure development within Sister Bay.

Supervisory Responsibilities:

The supervisory responsibility of this position includes, but is not limited, to the following:

- Provide administrative direction to all department directors and managers and Administrative Office Staff;
- Recommend to the Personnel Committee the appointment, promotion, and, when necessary, for the good of the village, the suspension or termination of department directors;
- In consultation with the appropriate department director, be responsible for the appointment, promotion, and, when necessary, for the good of the village, the suspension or termination of employees below the department director level;
- Serve as personnel officer for the village with responsibilities to see that complete and current personnel records, including specific handbooks are current, job descriptions for all village employees are maintained, evaluate in conjunction with department directors the performance of all employees on a regular basis, recommend salary and wage scales for village employees, assure that village employees have proper working conditions, and work closely with department directors to promptly resolve personnel problems or grievances;
- Work closely with department directors to assure that employees receive adequate opportunities for training to maintain and improve their job-related knowledge and skills.

Minimum Education and Experience Requirements:

Bachelor's Degree in Business Administration, Public Administration, Planning, Law, Political Science, or related field and a minimum of three (3) years direct employment experience in public sector management. A preference will be given for strong accounting and budgeting skills, ~~or strong planning and zoning skills~~, and for those holding a master's or related advanced degree. Furthermore, the desired candidate would possess the following:

- Proficiency in general accounting principles, public finance, municipal accounting and budgeting;
- Experience in cost-benefit analysis, risk and project management principles;
- Community Development;
- Thorough knowledge of public record and open meeting laws;
- Human Resources Management;
- Verbal and writing skills associated with public and customer service for effectively interacting with citizens, colleagues, elected officials and various outside contractors;
- Basic research and recordkeeping principles and disciplines.

Work Environment/Physical Demands:

Work is performed in a general office setting. Noise is minimal, but other interruptions such as ringing phones, fax/copy machines, etc. are experienced on a constant basis. At times it is necessary to leave the office setting to transport documents or complete errands in conjunction with village business. Must be willing to travel long distances to attend seminars, conferences and workshop. Additionally, the Administrator must keep abreast of issues by attending legislative votes, court proceedings or other settings that have direct impacts on the village's position.

Interaction with other Departments/Staff:

This position must interact and openly communicate with all staff on a regular basis. The Administrator must always maintain an open and honest dialogue with department directors to ensure adequate communication of work priorities.

Transfer or Assumption of Duties in Absence or Incapability:

In the event that the Administrator shall be absent from the village or incapable of discharging such duties and responsibility for any reason, the Administrator's designee shall oversee that the needs of the position are met for the duration of the absence.