MGT CONSULTING

To: Ms. Jennifer Palmbos

From: Joel Palladini, Analyst

Sheena Horton, Director

Date: 6/20/2024

Re: Pay Grade Evaluation

This memo responds to your request for a pay grade evaluation of the following classification:

1. Quality Data and Collections Specialist

➢ It is our understanding that the **Quality Data and Collections Specialist** position is responsible for various tasks in support of the reimbursement, grant management, and quality data collection functions of the Juvenile Court. Responsible for a variety of court information needs such as preparing statistical and grant reports, troubleshooting problems with the court's client management system and financial management system, ensuring data integrity, and preparing instructional materials and training for court users, as needed. Reimbursement duties include but are not limited to, processing invoices, posting charges to accounts, assisting families with account balances, setting up payment plans, preparing monthly statements, delinquency letters, and yearly state income tax intercept orders, assisting staff with questions regarding account balances, and performing other court-related duties.

MGT reviewed several potential benchmark positions to determine the best match for the position's specific duties and responsibilities. MGT selected a hybrid benchmark that includes, "Billing and Collections Clerk I" and "Court Clerk" (100%) from Salary.com's CompAnalyst database (Ann Arbor, MI (Metro) I All Industries I All FTEs, base average: $47,200).

Based on our assessment of position duties, Livingston's 2024 pay grade scale, and relevant external market data obtained from Salary.com CompAnalyst, we recommend the following:

▪ <u>Grade Placement</u> – After review of the selected benchmarks and internal hierarchy, MGT recommends Grade 4 to as the best fit relative to the comparable positions, however, given the justification from Livingston to recommend **Grade 5** per the market data. We are looking at a targeted "All Industries" for all FTEs. The minimum salary for this recommended group is $43,391.50, the midpoint salary is $47,622.22 and the maximum salary is $51,583.36. After further market analysis, the average salary of $47,200 fits in the recommended pay grade range of Livingston's 2024 Payscale.

MGT believes this recommendation will appropriately reflect the level of skill, responsibility, and duties of the Quality Data and Collections Specialist.

Quality Data and Collections Specialist
Salary.com CompAnalyst

Title	Description	Base Average Salary	Weight
Billing and Collections Clerk I	Supports the day-to-day operational activities of an accounts receivable department. Creates and distributes invoices to customers. Records, verifies, and posts payments received by the organization and ensures transactions are recorded in accordance with internal accounting policies. Maintains and reconciles accounts receivable ledger to ensure accurate and timely receipt of payments. Responds to customer inquiries and assists with the research of any discrepancies regarding bills. May utilize accounting software and systems to manage invoices and payments. Requires a high school diploma. Typically reports to a supervisor. A01-Entry : Works under the close direction of senior personnel in the functional area. Possesses a moderate understanding of general aspects of the job. May require 0-1 year of general work experience.	$45,300	1.0
Court Clerk	Supports paralegals with various tasks required in the preparation of materials for court cases. Inputs and maintains tracking data for all case materials. Obtains requested files and assembles required materials for court proceedings. Requires a high school diploma or its equivalent. Typically reports to a supervisor or manager. A01-Entry : Possesses a moderate understanding of general aspects of the job. Works under the close direction of senior personnel in the functional area. May require 0-1 year of general work experience.	$43,100	1.0
	Ann Arbor, MI (Metro) | All Industries | All FTEs	**$47,200**	**1.0**

SCOPE ↑	BASE(000s)			
	25TH	50TH	75TH	AVG.
Ann Arbor,MI (Metro) | All Industries | All FTEs	41.2	45.9	52.5	47.2
Lansing,MI (Metro) | All Industries | All FTEs	38.9	43.3	49.5	44.5
Michigan (State) | All Industries | All FTEs	39.4	44.0	50.3	45.3