

# ADMINISTRATIVE ASSISTANT II

Recruitment #1601-0414DC-001

**List Type** Original

**Requesting Department** COMMON COUNCIL - CITY CLERK

**Open Date** 2/3/2016 2:00:00 PM

**Filing Deadline** 2/29/2016 11:59:00 PM

**HR Analyst** Marti Cargile

## **INTRODUCTION**

*Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.*

## **PURPOSE**

Under the direction of the Council Administration Manager and common council members, work as personal and confidential administrative assistant for common council members, and perform constituent services database operations.

## **ESSENTIAL FUNCTIONS**

- Answer written and telephone inquiries for council member offices to which assigned as backup. Keep council members informed of all constituent communications. Maintain tracking system for logging constituent calls.
- Process and follow-up on service requests or complaints made to council member offices to which assigned as backup. Meet with individual constituents as necessary.
- Function as confidential secretary to council members, including using ConTrack to produce letters to constituents regarding service requests and COMPASS to produce mailing labels.
- Maintain filing systems and records for aldermanic correspondence.
- Perform receptionist and telephone switchboard services when needed.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.*

## **MINIMUM REQUIREMENTS**

- Four years of progressively responsible office support experience performing duties closely related to this position, including at least one year of experience performing complex clerical work requiring independent judgment, handling confidential and sensitive communications, and using the advanced features of word processing software for document production and formatting.
  - *Equivalent combinations of education and experience may also be considered.*
  - *Part-time experience that totals four years of the experience as described above will be accepted.*

**IMPORTANT NOTE:** To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.

## **KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS**

- Customer service skills and knowledge of proper telephone etiquette.
- Ability to serve constituents from varied economic, educational, and cultural backgrounds in a professional manner.

- Oral communication skills; ability to speak clearly and concisely.
- Ability to build and maintain effective working relationships with elected officials, staff members, and people in other City departments.
- Ability to successfully navigate a politically sensitive environment and teamwork skills.
- Ability to learn about the functions and operations of all City departments and procedures to obtain services for constituents.
- Honesty, integrity, sound judgment, and the ability to maintain confidentiality.
- Ability to read and interpret work-related documents.
- Written communication skills; ability to produce and proofread correspondence, reports, and other documents.
- Ability to critically examine work product for correctness and proper level of detail.
- Knowledge of software applications such as word processing and email.
- Ability to accurately input reference records.
- Ability to learn job-specific computer programs such as the ConTrack correspondence management and retrieval system and COMPASS.
- Organizational skills, including the ability to accurately maintain filing systems and records.

### **CURRENT SALARY**

The current starting salary (**PR 6HN**) for City of Milwaukee residents is **\$37,830** annually, and the non-resident starting salary is \$36,902.

### **SELECTION PROCESS**

The selection process will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

**INITIAL FILING DATE:** The examination will be held as soon as practical after **February 29, 2016**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

- **NOTE:** The City's residency requirement set forth in City Charter 5-02 is under litigation. Even though the City is legally able to enforce the current residency requirements based on a recent Wisconsin Court of Appeals decision, the City has agreed to continue to suspend enforcement of the residency ordinance until the Wisconsin Supreme Court issues a final decision. If the Wisconsin Supreme Court affirms the Court of Appeals decision, the City intends to fully enforce the residency requirement for all employees. Consequently, employees who disregard the requirements of the ordinance do so at their own risk. Applicants for City of Milwaukee positions should understand the City's commitment to its residency requirement. During this period of uncertainty it is important to take that into account when submitting an application and more importantly when deciding to accept an employment offer. Please contact (414) 286-3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.