

CUSTOMER SERVICE REPRESENTATIVE II

Recruitment #1512-0441DC-001

List Type Original

Requesting Department COMMON COUNCIL - CITY CLERK

Open Date 12/23/2015

Filing Deadline 1/13/2016 11:59:00 PM

HR Analyst Lindsey O'Connor

INTRODUCTION

What Milwaukee can offer YOU

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.

The City of Milwaukee offers a collaborative, positive work environment where each employee contributes to making the city the best place possible to live and work. The City offers a comprehensive benefits package, including a top rated pension plan, health and dental benefits, paid time off including vacation, 11 holidays and sick leave accrual, and much more.

PURPOSE

The person in this position will act as the principal person directing customers to the appropriate staff members and city departments by operating the division telephone system and acting as a receptionist.

The eligible list resulting from this examination may be used to fill both part time and full time openings. It may also be used to fill other similar City of Milwaukee vacancies.

ESSENTIAL FUNCTIONS

- Operate the division telephone system, route calls to appropriate staff members or other city departments and take messages as needed.
- Respond to questions from walk-in and telephone customers as to the responsibilities of the division.
- Direct customers to the appropriate department or other jurisdiction as necessary.
- Handle a variety of customers in person and by telephone.
- Update and maintain computerized and physical license records.
- Operate license computer and word processing systems.
- Open, clock-in and distribute daily mail including USPS, UPS, FedEx, messengered, etc.
- Verify license information in license computer system and in office in license computer system.
- Add additional information in license computer system to assist the License Specialists with customers.
- Maintain an efficient reception area while dealing with multiple customers and numerous calls.
- Answer questions regarding basic license procedures and processes.
- Process reports as assigned.

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

1. Four years of office support job experience, including two years of experience performing customer service work in an office setting serving the public in person or on the telephone. Up to two years of equivalent education (transcripts are required) may be substituted for general office experience, however, education may not substitute for the type of customer service work listed above.
 - ***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 the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed.***
 - *Equivalent combinations of education and experience may also be considered.*
2. Bilingual in English and Spanish.

DESIRABLE QUALIFICATIONS

- Knowledge of licenses issued by the License Division.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of principles and practices of providing customer service.
- Knowledge of computers, including Microsoft Windows, word processing, email, spreadsheet software and database systems.
- Skill in creating documents such as routine correspondence, spreadsheets and reports using Microsoft Word and Excel software.
- Organizational skills, including the ability to maintain multiple filing systems.
- Oral communication skills to effectively communicate with customers, elected officials, and other city departments.
- Ability to communicate effectively with customers, in person, over the telephone and in writing, in both English and Spanish.
- Ability to learn and use departmental software applications.
- Ability to provide excellent customer service to citizens from all economic, educational, and cultural backgrounds.
- Ability to consistently handle a high volume of telephone calls and customer inquiries on a daily basis.
- Ability to remain composed, diplomatic, and positive, even when people are upset.
- Ability to deal with stress while maintaining a positive demeanor.
- Ability to read and understand documents such as license applications, forms, correspondence, and reports, in both English and Spanish.
- Ability to manage a high level of detail with accuracy.
- Ability to handle multiple assignments to accomplish work.

- Honesty and integrity and the ability to maintain confidentiality.

CURRENT SALARY

SALARY (6GN): The current starting salary for City of Milwaukee residents is \$36,252 annually, and the non-resident starting salary is \$35,363.

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 **January 13, 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 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.*