

OFFICE ASSISTANT II

Recruitment #1608-0478DC-001

List Type Original

Requesting Department HEALTH DEPARTMENT

Open Date 9/22/2016 11:59:00 PM

Filing Deadline 10/14/2016 11:59:00 PM

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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.

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.

PURPOSE

The City of Milwaukee employs Office Assistant IIs in all operating departments. Under supervision, Office Assistants type letters, reports, records and other documents and perform a variety of clerical duties.

ESSENTIAL FUNCTIONS

- Prepare and process letters, email messages, reports, and other documents using a computer, ensuring accuracy and completeness.
- Create, maintain, update and organize paper and electronic files.
- Operate a variety of standard office equipment, including copiers, printers and fax machines.
- Answer and respond to phone calls from citizens and coworkers.
- Enter, update and maintain data in various computer databases.
- Proofread written materials to ensure accuracy and correct spelling, punctuation, grammar and vocabulary.
- Prioritize and organize assigned work to meet deadlines.
- Assist in processing incoming and outgoing mail to ensure it reaches the proper recipients.
- Provide explanation of policies and procedures using proper communication skills.
- Provide customer service to citizens, other departments and outside agencies.

Office Assistant II (Health Department)

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. Two years of experience in an office performing administrative support duties closely related to the above functions.

NOTE: Candidates will be required to pass a proficiency exam in Microsoft Office Suite (version 2010) that may include one or more of the following: Word, Excel.

NOTE: Equivalent combinations of education and experience may also be considered.

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.

DESIRABLE QUALIFICATIONS

High School Diploma or GED.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of general office practices.
- Ability to accurately maintain numerical and alphabetical filing systems.
- Ability to plan, organize and complete work assignments in a timely manner.
- Ability to read and comprehend work-related documents.
- Ability to perform basic mathematical calculations.
- Ability to type letters, memos and email messages and enter data accurately.
- Knowledge of English writing mechanics and the ability to proofread documents and reports.
- Ability to maintain confidentiality.
- Interpersonal skills and the ability to work well with the people in a team environment.
- Ability to take direction, both orally and in writing.
- Ability to learn and use various computer programs.
- Customer service skills, both in person and via phone.
- Ability to learn and use various types of office equipment, such as fax machines and copiers.

CURRENT SALARY

SALARY: The current starting salary (PG 6EN) is \$30,529 annually for city of Milwaukee residents. The non-resident starting salary is \$29,780 annually.

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

Office Assistant II (Health Department)

and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **October 14, 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.