

PROGRAM ASSISTANT I (APPEALS ASSISTANT) Board of Zoning Appeals

THE PURPOSE:

The person in this position supports the City of Milwaukee Board of Zoning Appeals and the Board Secretary by assisting in receiving and processing applications for variances and special uses, organizing submission materials and preparing related communications and notices, and providing information to the general public, appellants, other departments, and Council members.

ESSENTIAL FUNCTIONS:

- Assists appellants in filing Board applications, checking for completeness and accuracy and providing general information about Board procedures, timing, and requirements.
- Assembles, processes, and manages application materials for special uses and variances. Refers application materials to the Development Center, where denial letters are prepared; subsequently reviews all letters of denial for accuracy. Prepares transmittal letters to various departments and agencies, where applicable, on all Special Uses and Variances that require study and reports.
- Provides information to the general public, appellants, other departments and agencies, and Council members. Publishes notices about Board of Zoning Appeals hearings and notifies petitioners and interested parties of the hearings by mail.
- Assists Board Secretary with all duties, including the preparation of case files and hearing binders.
- Acts as the Secretary of Record at Board of Zoning Appeals meetings when the supervisor is absent. Takes notes on occasion.
- Performs special projects, researches materials, and provides statistical data.
- Performs other duties as assigned.

MINIMUM REQUIREMENTS:

1. A minimum of four years of progressively responsible office support experience performing duties closely related to this position, with at least one year of experience equivalent to or above the level of a City of Milwaukee Office Assistant III (e.g. *performing difficult and diverse clerical work requiring independent judgment, using advanced features of software applications to produce complex documents, working on special projects, and possibly supervising a small clerical staff*).

NOTE: Equivalent combinations of education and experience may also be considered. For example, two years of college with coursework in architectural technology, urban planning, urban studies, political science, public administration, criminal justice, or a closely related field from an accredited college or university may be substituted for some of the experience.

2. Residence in the City of Milwaukee within six months of appointment and throughout employment.

HIGHLY DESIRABLE:

- Experience related to the fields of architecture, urban planning, public administration, or criminal justice.
- Ability to speak, read, and write Spanish.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Ability to read and comprehend complex information.
- Exceptional customer service skills: ability to assist the public in understanding complicated information and processes as well as the ability to effectively manage potentially adversarial interactions with tact and diplomacy.
- Ability to communicate effectively both orally and in writing.
- Knowledge of computer applications, in particular, database, word processing, and spreadsheet software.
- Skill in performing data entry.
- Ability to recognize, analyze, and solve problems.
- Ability to carry out research.
- Ability to work independently with minimal supervision.
- Superior ability to plan, organize, prioritize work, and multi-task.
- Ability to produce accurate work under deadlines.

THE CURRENT ANNUAL SALARY RANGE (460) IS: \$37,221 to \$41,715.