

COMMUNICATIONS ASSISTANT III

Recruitment #1505-042761-001

List Type Transfer/Promotional
Requesting Department DPW-OPS-FLEET OPS
Open Date 6/6/2015
Filing Deadline 6/26/2015 11:59:00 PM
HR Analyst Jeff Harvey

INTRODUCTION

**** ONLY CURRENT CITY OF MILWAUKEE EMPLOYEES WILL BE CONSIDERED ****

PURPOSE

Perform duties related to the dispatching and scheduling of Operations Driver Workers and their assigned equipment. Support the activities of the Buildings and Fleet Divisions Dispatch Office. Provide assistance to users, drivers, and operators of the City of Milwaukee's fleet of equipment.

ESSENTIAL FUNCTIONS

- Perform daily scheduling of fleet equipment operators and support personnel in their daily assignments.
- Communicate assignments to Operation Driver Workers and private sector entities performing work on behalf of the City.
- Record information pertaining to the schedule and its development.
- Perform all duties with a high degree of accuracy while observing all Union and Management scheduling guidelines.
- Provide radio communication services that support the Dispatch office's daily operations.
- Dispatch assignments and record information about the activities of the Field Service Technicians, Utility Crews and Fueling Trucks.
- Dispatch and document the activities of the Division's Roll-Off Operation.
- Provide data entry and retrieval services related to the daily operation of the Dispatch Office and the City's fleet division.
- Update record keeping utilities which document various components of daily dispatch operations. Update records pertaining to the status and condition of various fleet related programs.
- Prepare and distribute records related to the investigation of fleet accidents.
- Order and record information pertaining to fuel and other fleet supplies.
- Maintain information pertaining to service agreements, rental equipment, and vendors.
- Provide telephone answering services in support of the Dispatch Office's daily operations.
- Receive and process telephone calls from Operations Driver Workers with information pertaining to daily operations.
- Receive telephone calls from various locations pertaining to fleet support information or services.
- Prepare documents related to employee discipline issues.
- Participate as a member of the general ice control and snow plowing callout team.
- Participate as a member of the team that contacts snow drivers at the start of snow operations.

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- Report as a member of the Dispatch office staff, which operates 24 hours a day during snow operations.

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.

CONDITIONS OF EMPLOYMENT

- Must be able to work overtime hours as required given advance notice or called-in at any time (i.e., snow and ice control operations).

MINIMUM REQUIREMENTS

1. Current status as a regularly appointed employee of the City of Milwaukee, having passed the probationary period for the current position held at time of appointment.
2. Four years of office support experience including two years of communications or customer service experience providing information to customers or responding to customer complaints or requests.

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

KNOWLEDGES, SKILLS, ABILITIES AND OTHER CHARACTERISTICS

- Ability to consistently handle a high volume of telephone calls on a daily basis.
- Customer service and interpersonal skills.
- Oral communication and listening skills.
- Ability to work in a team environment and to maintain good working relationships with a multi-cultural public, coworkers, and employees from other City departments.
- Ability to maintain a positive demeanor when working under pressure.
- Ability to accurately document information regarding the Dispatch Office's daily operations.
- Basic keyboarding skills.
- Ability to use Fleet Software Information system.
- Ability to learn to navigate through multiple software applications while performing other duties.
- Ability to organize, prioritize, and accomplish work.
- Ability to work independently.
- Ability to meet deadlines regularly.

CURRENT SALARY

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

SELECTION PROCESS

The selection process will be job related and will consist of one or more of the following: an evaluation of related education, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations and the Department of Public Works reserve the right to call only the most qualified candidates to oral, performance tests or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.

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ADDITIONAL INFORMATION

Application procedure: Applications can be accessed by visiting www.jobaps.com/MIL.

- Applications and transcripts should be submitted no later than the deadline listed above.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

NOTE: Transfer/Promotional Opportunities and Promotional Examinations are not open to Milwaukee Public Schools employees or to the public. Only current non-probationary City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process will be considered. Individuals with exempt, provisional, temporary or emergency appointments are not eligible for transfer/promotional opportunities.