

# OFFICE ASSISTANT IV

Recruitment #1501-048061-002  
**List Type** Transfer/Promotional  
**Requesting Department** DPW-OPS-SANITATION  
**Open Date** 3/24/2015  
**Filing Deadline** 4/13/2015 11:59:00 PM  
**HR Analyst** Lindsey O'Connor

## **INTRODUCTION**

**THIS RECRUITMENT IS OPEN TO CURRENT CITY OF MILWAUKEE EMPLOYEES ONLY.**

## **PURPOSE**

The Office Assistant IV will perform various high-level clerical functions for the Department of Public Works Sanitation and/or Forestry sections, including maintaining personnel records, creating business correspondence, tracking inventory and handling the first step of complaints from the public and elected officials.

## **ESSENTIAL FUNCTIONS**

- Maintain complete, accurate and up-to-date personnel records such as absence analysis and vacation calendars, safety meeting and training logs, hours worked and paid time off in time entry and W-2 worker timecards.
- Complete work progress (including daily frequency) reports and spreadsheets for personnel, equipment, materials and work orders under the direction of the District Manager.
- Field and route complaints, inquiries and requests for services from the public, elected officials, City Call Center, general office, managers and other city departments.
- Receive and dispatch calls to appropriate party for emergency response. Communicate with field staff via Open Sky computerized radio system.
- Maintain an accurate log of assigned equipment for hours used, breakdowns, parking locations and bi-weekly maintenance schedules.
- Compose and produce memos, letters, reports and other documents using MS Word and MS Excel and presentations using MS PowerPoint.

### ***Specific to SANITATION***

- Update Unified Call Center database for citizen and aldermanic service requests and cart billing inquiries.
- Maintain accurate records of DNS and City owned vacant lot cleanup orders.
- Update equipment and supply inventory records in various databases.
- Assist in computerized mapping of various sanitation services including garbage and recycling collection, cart inventory, street and alley sweeping, salt and plow routes.

### ***Specific to FORESTRY***

- Manage complaints, inquiries and requests for services from the public, elected officials, City Call Center, general office, managers and other city departments.
- Maintain an accurate log of Forestry and ME Equipment for hours used, breakdowns and bi-weekly maintenance schedules.

## **Office Assistant IV (DPW-Operations, Sanitation/Forestry)**

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*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 extended or irregular hours on snow or storm emergency response.

### **MINIMUM REQUIREMENTS**

1. Current status as a regularly appointed City of Milwaukee employee, having passed the probationary period for the current position held.
2. Four (4) years of progressively responsible clerical experience performing duties related to this position, with at least one year at the Office Assistant III level. Other titles equivalent to the Office Assistant III level performing similar functions will be also be considered. Similar non-city experience may also be considered for this requirement.
  - Equivalent combinations of education and experience may also be considered. Job-related coursework from an accredited university or college may be substituted for up to two (2) years of the office experience requirement.
  - *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.*

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

- Knowledge of office practices and procedures.
- Knowledge of payroll processing and employee personnel recordkeeping.
- Knowledge of the structure and use of the English language including word meaning, spelling, composition and grammar.
- Oral communication skills to communicate with culturally diverse individuals at all levels within and outside the organization.
- Written communication skills to prepare letters, business correspondence and documentation.
- Customer service skills to respond to inquiries with tact, diplomacy, and discretion.
- Ability to implement and manage process flows and follow-up systems.
- Ability to work independently.
- Ability to perform payroll duties including time entry into the computer software.
- Ability to use advanced functions of Microsoft Office such as mail merges and formulas to produce correspondence and documents.
- Ability to learn and use enterprise applications such as City Time, and Oracle's PeopleSoft human resources management system (HRMS) and financial management information system (FMIS).
- Ability to organize and maintain files, records, and schedules.
- Ability to plan and prioritize work and follow through on assignments.
- Ability to cope with frequent interruptions, changing priorities, and stressful situations.
- Ability to produce accurate work under tight deadlines.
- Ability to maintain confidentiality to the utmost degree regarding all City-related business.
- Ability to read and interpret maps.

## ***Office Assistant IV (DPW-Operations, Sanitation/Forestry)***

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### **CURRENT SALARY**

The current starting salary for City of Milwaukee residents is \$37,830 annually and 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 Operations Division - Sanitation and Forestry sections 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 candidate will be transferred and/or promoted to the position.

- *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.*