

PLEASE POST

CITY OF MILWAUKEE
DEPARTMENT OF EMPLOYEE RELATIONS
ROOM 706, CITY HALL



TRANSFER/PROMOTIONAL OPPORTUNITY

Program Assistant I

DEPARTMENT OF EMPLOYEE RELATIONS

PURPOSE:

The person in this position assists and answers questions from visitors to the Department of Employee Relations (DER) reception area, answers phone calls, and directs calls to the appropriate DER staff. The person in this position also coordinates the pre-employment drug and medical testing process and the I9/E-verify process.

ESSENTIAL FUNCTIONS:

- ◆ Greet, assist, and answer questions from walk-in visitors to DER reception area, such as City employees, elected officials, applicants, exam candidates, exam raters, vendors, complainants, and members of the public.
- ◆ Provide applications, job postings, application information and health and dental insurance information to walk-in visitors to DER reception area.
- ◆ Receive and appropriately timestamp, file, or route documents from applicants and others, such as applications, transcripts and other credentials, questionnaires, and hand-delivered mail and packages.
- ◆ Answer a high volume of telephone calls, responding to inquires related to employment applications, benefits, worker's compensation and other employment issues, and transferring calls to appropriate DER staff.
- ◆ Coordinate pre-employment medical and drug testing by corresponding with hiring departments through email and telephone, typing information into various forms, maintaining MS Excel databases, and monitoring the fax machine and a secure Internet-based site for test results.
- ◆ Coordinate I-9 and E-Verify process by assisting employees with completing Internet-based forms and monitoring an Internet-based site for results.
- ◆ Maintain various filing systems and databases in DER reception area.
- ◆ Perform other job-related duties as assigned.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

CONDITIONS OF EMPLOYMENT:

- Ability to work DER's during regular office hours of 8:00 a.m.-4:45 p.m.
- Ability to dress and present one's self in a professional manner.

MINIMUM REQUIREMENTS:

1. Current status and at least three months of experience as a regularly appointed employee of the City of Milwaukee.
2. Four years of experience providing clerical/administrative support, with at least one year of experience at or above the Office Assistant III level.

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

DESIRABLE QUALIFICATIONS:

- Experience working in a human resources setting or with human resources issues.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Ability to consistently handle a high volume of telephone calls and customer inquires on a daily basis.
- Ability to listen to and communicate calmly and tactfully with individuals who may be upset, both in person and over the telephone.

Program Assistant I (DER, Reception), page 2

- Ability to deal with stress while maintaining a positive demeanor.
- Knowledge of office practices, procedures, and equipment.
- Ability to type and to perform data entry.
- Skilled in use of Microsoft Access, Excel, Word, the Internet, and Outlook/email.
- Skilled in communicating with others on the phone and in person in a professional manner.
- Ability to be flexible, multitask, and pay attention to detail.
- Ability to take direction, interact effectively with people from all backgrounds, and work in a team environment.
- Desire to serve the public, honest, and able to maintain confidentiality regarding all City-related business.

THE CURRENT SALARY RANGE (460) is \$39,507 to \$44,277 annually.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of related training, experience, and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral tests, 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.

APPLICATION PROCEDURE:

- Applications may be obtained from the Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202, by calling 286-3751 or by visiting www.milwaukee.gov/jobs.
- Applications should be returned to: **Chuck Schumacher**, Department of Employee Relations, 200 E Wells St, Rm 706, Milwaukee WI 53202-3554 by **March 12, 2010**. Receipt of applications may be discontinued any time after that date.

#10-028TR—MMC (SM)

2/18/10

EEO 501

THE CITY OF MILWAUKEE IS AN EQUAL OPPORTUNITY EMPLOYER AND VALUES AND ENCOURAGES DIVERSITY.

PROGRAM ASSISTANT I (DEPARTMENT OF EMPLOYEE RELATIONS)