



TRANSFER/PROMOTIONAL OPPORTUNITY

PROGRAM ASSISTANT III

Department of Neighborhood Services

ONLY CURRENT CITY OF MILWAUKEE, DEPARTMENT OF NEIGHBORHOOD SERVICES EMPLOYEES WILL BE CONSIDERED

THE PURPOSE: Under general supervision, the Program Assistant III administers the contract clean-up program for private residential and commercial properties. Ensure contractor compliance with the City's prevailing wage rate and Small Business Enterprise (SBE) requirements including preparation of SBE and LBE participation. Process payments to contractors and process costs of clean-ups as special charges to the real estate tax bills via FMIS entry. Maintain contract and billing documentation. Conduct field quality control of contractor work; enforce contract penalty provisions for non-, incomplete or inappropriate contractor performance. Answer property owner and tenant concerns about items removed and billing disputes and make recommendations regarding financial adjustments/settlements to the division manager as appropriate.

ESSENTIAL FUNCTIONS:

- Receive individual non-compliant orders from inspectors and supervisors and process each into work assignment packages for the contractors.
- Administer the daily transfer of work to the contractors and the finished product from the contractors.
- Conduct a visual and functional assessment of each returned project to determine that each assignment was completed and per the timelines established in the contract.
- Enforce contractor compliance with the City's prevailing wage ordinance and SBE/LBE participation requirements.
- Prepare correspondence regarding violations, rectify violations, hold contractor payment as needed; enforce penalty provisions and recommend disqualification of contractors for non-compliance.
- Conduct field quality control of contractor performance; analyze and resolve disputes related to contractor performance.
- Approve contractors' invoices for payment and enter vouchers in the Financial Management Information System (FMIS). Dispute invoices as needed. Monitor compliance with City's prompt payment ordinance.
- Discuss customer concerns and resolve disputes related to the amount charged. Provide appeal information related to unresolved issues.
- Function in lead worker capacity for administrative support work group.
- Coordinate with Special Enforcement Division and Milwaukee Police Department when emergency situations arise at properties when contractors attempt clean-up.

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

NOTE: *The person in this position may encounter customers and contractors who are upset or irate and therefore must be able to function with a high degree of confidence and tact in adverse situations. This position exercises a great amount of responsibility and therefore requires a high degree of integrity and sound decision-making skill.*

MINIMUM REQUIREMENTS:

1. Current status as a regularly appointed employee of the City of Milwaukee, Department of Neighborhood Services having passed the probationary period for the current position held.
2. Bachelor's Degree in Business Administration, Management, Finance, Accounting, or a related field from an accredited college or university and two (2) years of office support experience with at least one (1) year at the level of Office Assistant III or above.

NOTE: *Equivalent Combinations of training and experience may be considered.*

Program Assistant III (DNS)

3. Valid driver's license and availability of a properly insured personal automobile at the time of employment and throughout employment (*car allowance provided*).

KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS:

- Significant knowledge and experience related to the clean-up order process including inspections, order administration and abatement strategies.
- Ability to establish and maintain relationships with co-workers, supervisors, and contractors.
- Ability to plan, prioritize, and organize work in order to meet deadlines.
- Ability to handle multiple priorities simultaneously and change priorities when needed.
- Oral communication skills, including the ability to convey technical information in an understandable manner, communicate effectively with a wide variety of people in person and on the telephone and communicate information in a public setting.
- Strong written communication skills including the ability to prepare correspondence conveying technical information in an understandable manner.
- Strong analytical and critical thinking skills.
- Ability to work efficiently and independently.
- Ability to exercise sound judgment, make independent decisions and be creative in finding solutions to problems.
- Ability to read, understand and apply work related material to complete work assignments.
- Ability to apply codes and recognize non-compliance.
- Significant proficiency in Microsoft Office Suite especially Excel and Access.
- Significant proficiency with NSS and FMIS.
- Ability to take charge of situations.
- Honesty and integrity.
- Ability to handle stress.
- Ability to train others.
- Self-motivated; self-starter.

SALARY (5IN): The current starting salary is \$47,306 annually for City of Milwaukee residents. The non-resident starting salary is \$46,607 annually.

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 Neighborhood Services 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.

NOTE: The City's residency requirement set forth in City Charter 5-02 is under litigation. If you have questions regarding your individual circumstances as part of the application and/or selection process please contact 414.286.3751

APPLICATION PROCEDURE: Applications can be obtained from the Department of Employee Relations, Box PAIII, Room706, 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: **Department of Employee Relations, Box PA III., Room 706, City Hall, 200 E. Wells Street, Milwaukee, WI, 53202**, by **March 21, 2014**. *Receipt of applications may be discontinued any time after that date.*