

PROGRAM ASSISTANT II

Recruitment #1908-0489DC-002

List Type	Original
Requesting Department	DEPT OF CITY DEVELOPMENT
Open Date	9/11/2019 4:15:00 PM
Filing Deadline	10/2/2019 11:59:00 PM
HR Analyst	Deidre Steward

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INTRODUCTION

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.

PURPOSE

Under the direction of the Property Manager, the Program Assistant II is responsible for providing technical assistance and tracking of City-owned, tax-foreclosed property.

ESSENTIAL FUNCTIONS

- Visit City-owned properties to install and remove postings and padlocks, provide access to contractors, verify the completion of repair and maintenance work by contractors, and monitor property condition. Maintain files and data records to record results of visits.
- Meet with tenants and former owners of City-owned residential properties both in the office and in the field, to discuss rent payment, present lease, advise tenants of their responsibilities, and respond to and investigate tenant concerns. Maintain files and data records related to tenants and former owners.
- Monitor rent delinquency reports and initiate collection and eviction actions when warranted.

- Maintain database log of calls and emails about properties in City inventory, including tenant complaints, requests from the public for maintenance on properties or complaints and calls from other City departments, and elected officials.
- Keep records of maintenance requests and dispatch contractors to maintenance requests.
- Process incoming invoices and water bills for payment. Accept rent payments and keep all required logs of payments. Scan and file contractor's invoices.
- Provide backup coverage to the front desk and other sections within real estate.

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.

MINIMUM REQUIREMENTS

1. Four years of progressively responsible, work experience in residential property management and/or real estate sales.

OR

Bachelor's degree in real estate, urban planning, architecture, business administration, or a related field from an accredited college or university.

2. Valid driver's license and the availability of a properly-insured personal vehicle for use on the job at the time of appointment and throughout employment. Automobile allowance is provided.

Equivalent combinations of education and professional experience will be considered.

IMPORTANT NOTE: College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of real estate fundamentals, including residential lease agreements.
- Knowledge of real estate markets to serve the City's property interests, as well as the needs of buyers, tenants and contractors.
- Ability to read and interpret work-related documents.
- Ability to provide excellent customer service.

- Ability to plan and prioritize responsibilities to meet deadlines and adjust priorities as necessary.
- Ability to communicate clearly and concisely both orally and in writing.
- Knowledge of techniques needed to investigate and resolve tenant concerns.
- Computer skills and the ability to learn proprietary software, spreadsheets, word processing software, e-mail and database applications.
- Ability to perform work accurately and efficiently, including data entry.
- Superior organizational skills, including the ability to collect information and maintain accurate records.
- Ability to exercise tact and discretion when dealing with external customers, and staff and officials at all levels within the organization.
- Ability to provide services in a culturally sensitive manner.
- Ability to work effectively with people from all cultural, educational and socioeconomic backgrounds to accomplish program goals.
- Honesty and integrity to meet professional standards for handling confidential information.
- Ability to exhibit exemplary professionalism.
- Decision-making skills and the ability to use sound judgment.

CURRENT SALARY

The starting salary (5FN) is \$42,539 and the resident incentive starting salary for City of Milwaukee residents is \$43,815. *Appointment will be made in accordance with the City of Milwaukee salary ordinance.*

The City of Milwaukee provides a comprehensive benefit program which includes:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <http://city.milwaukee.gov/Benefits2019>.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The examination will be held as soon as practical after **Wednesday, October 2, 2019**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

ADDITIONAL INFORMATION

APPLICATIONS and further information 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.

CONCLUSION

EEO 501

The City of Milwaukee values and encourages diversity and is an equal opportunity employer.