

ADMINISTRATIVE SERVICES SUPERVISOR

	Recruitment #1705-4416-001
List Type	Original
Requesting Department	Dept of Neighborhood Services
Open Date	7/25/2017 3:45:00 PM
Filing Deadline	8/18/2017 11:59:00 PM
HR Analyst	Marti Cargile

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

You could serve an important role in ensuring the efficient operation of the Department of Neighborhood Services (DNS) by assuming this challenging and rewarding position managing administrative and customer service staff within the Residential Code Enforcement Division!

Under the direction of the Residential Code Enforcement Manager, the Administrative Services Supervisor manages the administrative support staff and customer service staff of the DNS Residential Code Enforcement Division.

ESSENTIAL FUNCTIONS

- Provide administrative support for the Residential Code Enforcement Division, including coordinating administrative support for the inspectional staff; establishing program goals, objectives and performance measures; allocating staffing resources to meet the division's mission; preparing written and statistical reports on division activities; and recommending program and policy improvements as necessary.
- Manage the administrative support and customer service staff, including the day-to-day operations.
- Formulate procedures, assign and approve work, provide technical assistance, and design and implement training programs.
- Serve as a liaison to other City departments and other appropriate public and private entities to maximize the efficiency of the customer service section.
- Generate reports to gather and assess customer feedback.
- Collaborate with colleagues within the various divisions to ensure accurate and timely administrative work flow demands.

- Assist management in monitoring contractor compliance and providing fiscal oversight for the Community Sanitation Cleanup program, enforcing DNS work rules and Civil Service rules.

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. Bachelor's degree in accounting, business administration, or a closely related field from an accredited college or university.
2. Two years of experience providing administrative support to a customer-focused program, including at least one year in a lead worker or supervisory capacity.
3. Valid Driver's License at the time of appointment and throughout employment and the availability of a properly insured vehicle for use on the job (mileage reimbursement provided).

Equivalent combinations of education and experience may also be considered; for example, an associate's degree in a related field plus four years of job-related experience as described above (including at least one year in a lead worker or supervisory role) is considered equivalent.

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 continuous improvement strategies to optimize services and processes.
- Knowledge of supervisory principles and best practices.
- Knowledge of principles and processes for providing excellent customer service, including assessing customer needs, meeting quality standards for service, and evaluating customer satisfaction.
- Ability to provide customer service training, establish customer service goals, and resolve escalated complaints in a diplomatic manner.
- Ability to effectively lead a team of clerical and customer service staff.
- Ability to read and interpret documents such as laws, policies, and technical publications.
- Written communication skills, including the ability to produce correspondence, reports, and procedures.
- Knowledge of statistics and the ability to conduct research to prepare statistical reports.
- Interpersonal skills to be able to maintain effective working relationships with colleagues, elected officials, representatives of outside agencies, and the public.

Administrative Services Supervisor (Dept. of Neighborhood Services)

- Analytical and problem-solving skills to be able to solve operational issues.
- Decision-making skills and sound judgment to be able to work effectively independently.
- Proficiency using word processing, spreadsheet, and presentation software.
- Ability to effectively plan and delegate work, manage multiple priorities, and work within tight time constraints to meet deadlines.
- Ability to represent the department honestly and ethically as well as to maintain confidentiality.

CURRENT SALARY

The current salary range (Pay Range 1BX) for City of Milwaukee resident is \$48,670-\$67,616 annually, and the non-resident salary range is \$47,476-\$65,957. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.*

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 and the Department of Neighborhood Services reserve 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 **Friday, August 18, 2017**. 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.