

COMMUNICATIONS ASSISTANT III

Recruitment #2008-0427DC-001

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| List Type | Original |
| Requesting Department | DPW-INFRASTRUCTURE-FACILITIES |
| Open Date | 8/28/2020 1:00:00 PM |
| Filing Deadline | 9/18/2020 11:59:00 PM |
| HR Analyst | Jeff Harvey |

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INTRODUCTION

What Milwaukee can offer YOU

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

The Communications Assistant III is responsible for providing 24 hours a day, 7 days a week coverage in the City Hall Information Center. This includes continuously observing the central monitoring station that receives all emergency communications from Department of Public Works (DPW) managed facilities and providing customer service to residents, City Hall visitors, and internal customers seeking information about or dispatch of City services in-person, over the phone, and by email.

The person in this position within DPW-Infrastructure-Facilities works a rotating 7 day shift schedule on 1st, 2nd, and 3rd shifts, including holidays and overtime.

NOTE: The eligible list resulting from this examination may be used to fill Communications Assistant III positions within various City of Milwaukee departments, including DPW, Parking Services, and the Milwaukee Water Works (MWW).

ESSENTIAL FUNCTIONS

- Staff the City Hall Information Center desk; take internal service calls along with external citizen requests for service or information.
- Monitor and document building access, security, fire/life safety system alarms, and security camera systems for the City Hall Complex and other DPW managed facilities.
- Write work orders and dispatch calls for building services.
- Document citizen complaints or service requests, and relay to appropriate departments for service response.
- Provide first line response to City emergencies (i.e., receive calls about board-ups, floods, snow, severe weather), coordinating the City's initial response and dispatching crews for service.

- Serve as point of contact for contracted security officers in the City Hall Complex and for other DPW managed facilities. Coordinate security activity to ensure the City Hall Complex is properly secure.

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

- To maintain 24-hour coverage, must be able to work rotating shifts, including 1st, 2nd, and 3rd shifts Monday through Sunday, including holidays as scheduled.
- Must be able to work mandatory overtime to cover shift vacancies and work extended hours as needed.

MINIMUM REQUIREMENTS

1. Four years of office support experience, including two years of communications or customer service experience providing information to customers or responding to customer complaints or requests.

Equivalent combinations of education and experience may be considered.

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. Your transcript must be legible and include the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed. Student copies are acceptable.

DESIRABLE QUALIFICATIONS

- Additional training or experience in the field of customer service, security, emergency management, or communications.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of customer service principles and practices and the ability to provide courteous, excellent customer service.
- Knowledge of computers, including Microsoft Windows, email, spreadsheet, and word processing applications, along with basic keyboarding and data entry skills.
- Ability to navigate through multiple software applications while performing other duties.
- Ability to consistently handle a high volume of telephone calls on a daily basis.
- Ability to maintain a calm, positive demeanor when faced with emergency situations.
- Ability to read and understand work-related documents.
- Written and oral communication skills as well as active listening skills.
- Ability to work cooperatively and effectively in a team environment with coworkers, employees from other City departments, and the general public whose backgrounds may differ from one's own.
- Problem-solving and decision-making skills.
- Ability to organize and prioritize work assignments as well as complete work within deadlines.
- Ability to work independently.
- Ability to maintain complete confidentiality; demonstrate honest, ethical behavior; and use sound judgment.

CURRENT SALARY

The current starting annual salary (PR 6HN) is \$37,830 and the resident incentive starting annual salary for City of Milwaukee residents is \$38,965.

BENEFITS

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- 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/Benefits>.

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 the application deadline. 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 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 at City Hall, 200 E. Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

EEO CODE = 603

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