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## COURT SERVICES ASSISTANT III

### Recruitment #2105-0437DC-001

<b>List Type</b>	Original
<b>Requesting Department</b>	MUNICIPAL COURT
<b>Open Date</b>	6/16/2021 12:00:00 PM
<b>Filing Deadline</b>	7/7/2021 11:59:00 PM
<b>HR Analyst</b>	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.*

*The City of Milwaukee is proud to employ a diverse workforce that is committed to providing exemplary service to the City's residents. If you have a passion for being a part of an inclusive team of public servants, please consider the following opportunity.*

### PURPOSE

The Court Services Assistant III performs a variety of administrative and customer service functions to support the efficient operation of the Municipal Court.

### ESSENTIAL FUNCTIONS

#### **Court Case Preparation and Processing**

- Provide case and policy/procedure-related information to external and internal customers in-person, by phone, by U.S. mail or by email.
- Ensure case-related data entry for the Court's Case Automated Tracking System (CATS) is accurate and updated in a timely manner.
- Process incoming case-related correspondence.
- Prepare cases for Court appearances and ensure data accuracy; schedule certain hearings.
- Store and archive hard-copy records.

*We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process 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. One year of full-time equivalent experience in an office or court setting performing administrative support duties closely related to the above functions, such as serving

customers, using computers to enter data and prepare documents, and organizing files.

*Equivalent combinations of education and experience may be considered.*

**IMPORTANT NOTE:** To receive credit for related college coursework, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Student/unofficial copies are acceptable; however, your transcripts must be legible and include your name, the university name, the degree completed (if applicable), and the degree completion date.

## **KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS**

### **Technical Skills**

- Ability to learn and apply clerical procedures, court operations, and administrative policies.
- Basic familiarity with standard computer software, including Microsoft Word and Excel.
- Knowledge of English writing mechanics and the ability to proofread.
- Ability to learn and efficiently utilize Court system software and databases.
- Ability to read and understand work-related documents such as court documents, policies, procedures, and manuals.
- Ability to accurately maintain numerical and alphabetical filing systems.

### **Communication, Interpersonal and Customer Service Skills**

- Written communication skills to be able to write clear documents and correspondence independently.
- Oral communication skills to be able to clearly convey information.
- Knowledge of and commitment to customer service best practices.
- Interpersonal skills and the ability to build and maintain effective working relationships with judges, court staff, attorneys, and the general public.
- Ability to work cooperatively and fairly with others whose backgrounds may differ from one's own.
- Ability to follow verbal and written instructions.

### **Organizational and Critical Thinking Skills**

- Ability to perform detailed work accurately and efficiently.
- Ability to plan, organize, and prioritize work in order to meet deadlines.
- Ability to demonstrate initiative, flexibility, and sound judgment.
- Ability to maintain confidentiality with interactions and court documents.
- Honesty, integrity, the ability to maintain confidentiality, and a commitment to safeguarding City resources.

## **CURRENT SALARY**

The current starting annual salary (PG 6FN) is \$34,717 and the resident incentive starting salary for City of Milwaukee residents is \$35,758.

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 <https://city.milwaukee.gov/der/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 **Wednesday, July 7, 2021**. 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.jobapscloud.com/MIL](http://www.jobapscloud.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](mailto:staffinginfo@milwaukee.gov).

## CONCLUSION

*EEO 602*

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

**Click on a link below to apply for this position:**

[Fill out the Application NOW using the Internet.](#)

