

CUSTOMER SERVICE REP II-BILINGUAL

Recruitment #2103-0441dc-001

List Type	Original
Requesting Department	COMMON COUNCIL - CITY CLERK
Open Date	3/26/2021 11:00:00 AM
Filing Deadline	4/16/2021 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.

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.

The written examination is tentatively scheduled for May 3rd and May 4th.

The top scoring candidates from the written examination will be invited to take the Spanish language proficiency tentatively scheduled for May 12th and May 13th.

PURPOSE

Under the direction of the License Division Manager, the Customer Service Representative II-Bilingual serves as the principal person directing customers to the appropriate staff members and City departments.

ESSENTIAL FUNCTIONS

Customer Service Support (including utilization of Spanish/English interpretation)

- Respond to questions from walk-in and telephone customers as to the responsibilities of the division
- Direct customers to the appropriate department or other jurisdiction as necessary.
- Handle a variety of customers in person and by telephone.
- Answer questions regarding basic license procedures and processes.
- Add additional information in the license computer system to assist the License Specialists with customers.
- Maintain an efficient reception area while dealing with multiple customers and calls.

Departmental Support

- Operate the division's telephone system, route calls to appropriate staff members or other City departments; take messages as needed.
- Update and maintain computerized and physical license records.
- Operate license computer and word processing systems.
- Open, clock-in and distribute daily mail including USPS, UPS, FedEx, and messengered.
- Verify license information in license computer system.
- Process reports as assigned.

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.

CONDITIONS OF EMPLOYMENT

- Based upon each department's responses to the COVID-19 pandemic and the needs of each department, employees may be expected to work from home intermittently or continuously.

MINIMUM REQUIREMENTS

1. Four years of office support experience that includes two years of experience performing customer service work in an office setting serving the public in person or on the telephone. Up to two years of equivalent education (transcripts are required) may be substituted for general office experience, however, education may not be substituted for the type of customer service work listed above.
2. Ability to interpret in English and in Spanish.

Equivalent combinations of education and experience may also be considered.

IMPORTANT NOTE: *If Applicable, 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.*

Note: *Candidates will be required to participate in an assessment of their communication skills related to interpreting Spanish.*

DESIRABLE QUALIFICATIONS

- Knowledge of licenses issued by the License Division.
- Ability to translate English documents to Spanish.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical Skills

- Knowledge of software applications such as word processing, email, spreadsheet software and database systems.
- Skill in creating documents such as routine correspondence, spreadsheets and reports using Microsoft Word and Excel software.
- Familiarity with office equipment, including telephones, computers, copiers and fax machines.
- Ability to learn and use departmental software applications.

Organizational and Critical Thinking Skills

- Ability to organize and maintain files and records.
- Time management skills, including the ability to manage multiple and competing priorities. Ability to perform detailed work accurately and efficiently.
- Ability to demonstrate initiative, flexibility, and sound judgment.
- Honesty, integrity, the ability to maintain confidentiality.

Communication, Interpersonal Skills and Customer Service Skills

- Knowledge of and the ability to apply proper telephone etiquette.
- Knowledge of the principles and practices of providing customer service and the ability to apply those principles.

- Excellent communication skills to effectively verbally communicate with customers, elected officials, and other City departments, in both English and Spanish.
- Ability to understand and follow instructions, both written and verbal. Ability to communicate with culturally diverse individuals at all levels inside and outside the organization.
- Ability to remain composed, diplomatic, and positive, even when people are upset.
- Ability to work independently and in a team environment.
- Ability to work cooperatively and effectively with coworkers and citizens whose backgrounds may differ from one's own.

CURRENT SALARY

The current starting salary (Pay Range 6GN) is \$36,252, and the resident incentive starting salary for City of Milwaukee residents is \$37,340. Appointment will be made in accordance with the City of Milwaukee salary ordinance.

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 **Friday, April 16, 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 may be accessed by visiting, <http://city.milwaukee.gov/jobs>
- 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 603

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