

COMMUNICATIONS ASSISTANT V

(Milwaukee Water Works)

PURPOSE: The Communications Assistant V provides customer service 24-hours a day seven days a week for the operational communications of the Milwaukee Water Works Control Center. Service includes utility customers, department personnel in other City departments, dispatch, call-outs and other support functions.

ESSENTIAL FUNCTIONS:

- Respond promptly to telephone calls to the 24 hour emergency number for reports of various types of emergencies such as leaks in the street, broken mains, open hydrants, water quality complaints, etc.
- Provide professional and courteous assistance for both emergency and routine calls from customers, contractors, plumbers, elected officials, etc.
- Provide problem solving service with customers who call regarding emergency and/or routine concerns.
- Ensure that the Utility responds to customer's concerns to investigate and/or take corrective action as appropriate.
- Refer calls to other city departments or outside agencies if needed.
- Monitor all two way radio transmissions continuously while on shift and communicate by two way radio with supervisors and crewmembers.
- Provide information as requested such as tap locations from the computerized Customer Information System (CIS), GIS, plat books, and construction prints.
- Provide assistance to field crews by contacting other departments or agencies such as towing vehicles, requests for barricades, etc.
- Conduct call outs of MWW personnel in accordance with established procedures, to respond to afterhours emergency assignments or to fill vacant shift positions.
- Coordinate emergency assignments with supervision and dispatch field crews to job locations.
- Conduct Digger's Hotline requests and supply crew with accurate detailed locate information.
- Compile detailed documentation of all shift activities in the MWW Daily Operations Log.
- Perform other related duties as assigned.

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

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Minimum five (5) years of office support experience including four (4) years of customer service experience in communication environments including direct telephone or dispatch activities.
2. Valid driver's license at time of appointment and throughout employment.
3. Residency in the City of Milwaukee within six months of appointment and throughout employment.

Note: Equivalent combinations of education and experience may also be considered.

DESIRABLE QUALIFICATIONS:

- Good working knowledge of activities in all division of the Milwaukee Water Works is desirable.
- Familiarity with Milwaukee Water Works Customer Information System and GIS.
- Familiarity with City of Milwaukee streets and service area districts.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

Communications Assistant V (DPW)

- Knowledgeable in Milwaukee Water Works Rules and Regulations as well as policies and procedures.
- Ability to read plat books and construction prints as well as operate computerized GIS.
- Strong problem solving ability.
- Ability to prioritize calls during times of high call volume.
- Ability to use computer related software including Microsoft Office.
- Ability to type 40 words per minute.
- Ability to use facts and good judgment in responding to calls.
- Ability to actively listen to callers and record information.
- Ability to prepare accurate reports.
- Excellent customer service skills.
- Excellent oral and written communication skills.

THE CURRENT PAY GRADE (PG 460) IS: \$39,507.26 - \$44,276.96 annually with excellent benefits.

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.

The examination will be held as soon as practical after **February 3, 2012**. Receipt of applications may be discontinued after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified by mail of the date, time and place of the examination.

APPLICATIONS and further information can be obtained in person or via mail from City of Milwaukee Department of Employee Relations, 200 E Wells St, Room 706, Milwaukee, WI 53202-3554, from www.milwaukee.gov/jobs, or by calling 414.286.3751.