

DOCUMENT SERVICES ASSISTANT

Recruitment #1509-0452-001

List Type Original

Requesting Department DOA - BUSINESS OPERATIONS DIV

Open Date 12/8/2015 11:59:00 PM

Filing Deadline 12/29/2015 11:59:00 PM

HR Analyst La'Neka Horton

INTRODUCTION

Document Services Assistant may be scheduled up to 20 hours per week-on a year-round basis.

PURPOSE

Provide assistance to Document Technicians and Document Services Management team with delivery of records and information management program services to city departments and the public, as well as to assist with staffing City Mailroom Operations on an as needed basis.

ESSENTIAL FUNCTIONS

- Retrieves boxes for storage from departments in the City Hall Complex.
- Retrieves and delivers confidential disposal containers from and to departments in the City Hall Complex.
- Performs basic scanning and indexing of records.
- Assists with all mailroom production activities, including incoming and outgoing US mail processing.
- Provides assistance to Document Services Section Supervisor with manual confidential record destruction.
- Provides assistance with data entry into various Document Services Section software systems.
- Retrieve digital and hardcopy records for departments and the public.
- Provide customer service to both internal and external customers as needed.
- Read and understand incoming materials to determine how and where they should be classified or filed.
- Understand and follow written and oral instructions to complete work.
- Use logic and reasoning to identify solutions and/or approaches to problems.
- Communicate clearly and effectively with both internal and external customers.

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. One year experience working in an office, library, mailroom or warehouse environment.

DESIRABLE QUALIFICATIONS

- Customer service experience.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Ability to lift up to 75 pound boxes.
- Ability to climb and carry boxes up and down ladders and place on shelves.
- Ability to push and maneuver confidential record shredding containers on wheels weighing up to 350 lbs.
- Ability to stand or sit for extended periods of time.
- Ability to maintain confidentiality and integrity by upholding record and document information management principles.
- Ability to follow written and verbal instructions in order to complete work assignments.
- Ability to plan and organize work in order to meet deadlines.
- Knowledge of principles and processes for providing courteous internal and external customer service.
- Ability to establish and maintain constructive and cooperative working relationships.
- Knowledge of information management principles.
- Ability to perform basic data entry on desktop using computer software.
- Ability to learn and perform various quality control functions.
- Knowledge of administrative and clerical procedures and systems such as managing files and records.
- Ability to communicate effectively and efficiently with supervisors and peers.

CURRENT SALARY

The current starting salary (PG9EN) for City of Milwaukee residents is \$9.20 an hour, and the non-resident starting salary is \$8.98 an hour. Appointment above the minimum is possible.

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 **December 29, 2015**. 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.

NOTE: The City's residency requirement set forth in City Charter 5-02 is under litigation. Even though the City is legally able to enforce the current residency requirements based on a recent Wisconsin Court of Appeals decision, the City has agreed to continue to suspend enforcement of the ordinance until the Wisconsin Supreme Court issues a final decision. If the Wisconsin Supreme Court affirms the Court of Appeals decision, the City intends to fully enforce the residency requirement for all

employees. Consequently, employees who disregard the requirements of the ordinance do so at their own risk. Applicants for City of Milwaukee positions should understand the City's commitment to its residency requirement. During this period of uncertainty it is important to take that into account when submitting an application and more importantly when deciding to accept an employment offer. Please contact (414) 286-3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.