

OFFICE ASSISTANT I

Recruitment #1503-0477DC-001

List Type Original

Requesting Department HEALTH DEPARTMENT

Open Date 3/9/2015 12:00:00 PM

Filing Deadline 3/30/2015 11:59:00 PM

HR Analyst Kathy Verfurth

PURPOSE

The City of Milwaukee employs Office Assistant Is in all operating departments. Under supervision, Office Assistants type letters, reports, records and other documents and perform a variety of clerical duties.

Employees are eligible for promotion to Office Assistant II upon completion of two years of office experience. Six months of this experience must immediately precede the date of the examination as a regularly appointed Office Assistant I with the City of Milwaukee.

ESSENTIAL FUNCTIONS

- Prepare and process letters, email messages, reports, and other documents using a computer to ensure accuracy and completeness.
- File documents, and create, maintain, update and organize paper files and electronic files.
- Operate a variety of standard office equipment including copiers, printers and fax machines.
- Answer and respond to phone calls from citizens and coworkers.
- Enter, update and maintain data in various databases using a computer.
- Proofread written materials to ensure accuracy and correct spelling, punctuation, grammar and vocabulary.
- Prioritize and organize assigned work to meet deadlines.
- Assist in processing incoming and outgoing mail to ensure it reaches the proper recipients.
- Provide explanation of policies and procedures using proper communication skills.
- Provide customer service to citizens, other departments, and outside agencies.

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. Six months of experience in an office performing administrative support duties closely related to the above functions.
 - ***NOTE:** Candidates will be required to pass a proficiency exam in Microsoft Office Suite (version 2010) that may include one or more of the following: Word, Excel.*

DESIRABLE QUALIFICATIONS

- High School Diploma or GED.

KNOWLEDGES, SKILLS, ABILITIES AND OTHER CHARACTERISTICS

- Knowledge of general office practices.
- Ability to accurately maintain numerical and alphabetical filing systems.
- Ability to plan, organize and complete work assignments in a timely manner.
- Ability to read and comprehend work-related documents.
- Ability to perform basic mathematical calculations.
- Ability to type letters, memos and email messages as well as enter data accurately.
- Knowledge of English writing mechanics and the ability to proofread documents and reports.
- Ability to maintain confidentiality.
- Interpersonal skills and the ability to work well with the people in a team environment.
- Ability to take direction, both orally and in writing.
- Ability to learn and use various computer programs.
- Customer service skills, both in person and via phone.
- Ability to learn and use various types of office equipment, such as fax machines and copiers.

CURRENT SALARY

- The current starting salary (PG 6CN) is \$26,297 annually for city of Milwaukee residents. The non-resident starting salary is \$25,652 annually.

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.

The examination will be held as soon as practical after **March 30, 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.