

OFFICE ASSISTANT III

Recruitment #1705-0479DC-001

List Type	Original
Requesting Department	DEPT OF CITY DEVELOPMENT
Open Date	5/30/2017 2:00:00 PM
Filing Deadline	6/20/2017 11:59:00 PM
HR Analyst	Nola Nelson

INTRODUCTION

What Milwaukee can offer YOU

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 offers a collaborative, positive work environment where each employee contributes to making the city the best place possible to live and work. The City offers a comprehensive benefits package, including a top rated pension plan, health and dental benefits, paid time off including vacation, 11 holidays and sick leave accrual, and much more.

PURPOSE

Under the direction of the In Rem Property Disposition Manager, the Office Assistant III performs clerical work that requires a thorough understanding of administrative procedures, attention to detail, independent judgment, and customer service skills.

ESSENTIAL FUNCTIONS

- Provide professional reception and administrative support to the real estate and property management office.
- Research and process real estate buyer background checks; perform related record keeping, electronic data base updates and file close-outs.
- Prepare and assist in the compilation and completion of various reports, correspondence, procedures, forms, and schedules using computers and related software programs.
- Oversee and participate in the maintenance of established systems for data, filing, records and report management.
- Compose and type a variety of standard correspondence and form letters and statistical and financial statements requiring research of departmental files and records.

- Coordinate operations of office and reception, including directing and training clerical staff and cross-training other staff as appropriate.
- Provide expert customer service assistance to a wide variety of customers both over the telephone and in person.
- Assume responsibility for office equipment maintenance and supply management.

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. A minimum of four years of office support experience coordinating and working on a variety of clerical assignments related to the essential functions listed above.

IMPORTANT NOTE: To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.

Equivalent combinations of education, training and experience may also be considered.

NOTE: Candidates who meet the minimum requirements for Office Assistant III and pass a written exam will be required to pass a proficiency exam in Microsoft Word and Excel (version 2010).

DESIRABLE QUALIFICATIONS

- Experience in real estate, title, mortgage or banking office support.
- Ability to direct other clerical staff.
- Ability to train other clerical staff.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Exceptional customer service and interpersonal skills.
- Effective oral and written communication skills.
- Ability to perform basic math calculations.
- Ability to work in a team environment and to maintain good working relationships with multi-cultural members of the public, coworkers and employees from other city departments.
- Ability to maintain confidentiality regarding all work activities.
- Ability to multi-task and meet varying deadlines regularly.
- Ability to accurately maintain numerical and alphabetical filing systems.

CURRENT SALARY

THE CURRENT STARTING SALARY (PAY RANGE 6FN) for City of Milwaukee residents is \$34,717 annually and the non-resident starting salary is \$33,865 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.

INITIAL FILING DATE: The examination will be held as soon as practical after **June 20, 2017**. 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.