

PERMIT DESK SUPERVISOR

Recruitment #1904-4354-001

List Type	Original
Requesting Department	DEPT OF NEIGHBORHOOD SRVCS
Open Date	5/21/2019 4:30:00 PM
Filing Deadline	6/24/2019 11:59:00 PM
HR Analyst	Kristin Urban

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.

Serving a steady and diverse stream of walk-in, phone and online customers who are pursuing a multitude of complex approvals for their projects, the Development Center is a key customer service hub for the Department of Neighborhood Services (DNS).

PURPOSE

Under the direction of the Operations Manager - Development Center, the Permit Desk Supervisor plans, organizes, coordinates and participates in the work of the Development Center in order to ensure a high level of customer service and efficiency for visitors.

ESSENTIAL FUNCTIONS

Supervision of Staff: Provide constant and immediate oversight of functions including customer reception, permit processing and cashiering. Monitor workloads and processes to ensure services are performed in a timely and efficient manner. Provide coaching, counseling and appraisal of staff performance.

Customer Service: Provide information, forms and permits to the public and explain processes and requirements to applicants. Receive, review and process applications for permits. Apply policies and procedures in determining completeness of applications. Serve as a liaison between the permit applicants and plan reviewers to ensure information is transferred in an accurate and timely manner. Coordinate the review process; compile correction comments and issue correction letters. Maintain related records and reports.

Process Improvement: Oversee the implementation of business practices designed to provide high quality customer service. Respond to and resolve difficult and sensitive citizen inquiries and complaints. Answer customer complaints pertaining to application procedures, development regulations or policies.

Interdepartmental Coordination: Work with other City departments, including the Board of Zoning Appeals, the Department of Public Works and others that are involved in the permitting process to address issues across departmental lines and to identify opportunities for service improvement.

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. Bachelor's degree in business management, public administration, urban planning, construction management, architecture or a closely related field from an accredited college or university OR four years of progressively responsible, high-level administrative support experience as a lead worker in an office environment.

Equivalent combinations of education and experience may also be considered.

IMPORTANT NOTE: *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.*

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Customer Service

- Knowledge of customer service best practices and the ability to incorporate them into the Permit Center operations.
- Ability to thoughtfully facilitate, mediate, and resolve issues brought forth by concerned individuals.
- Ability to apply practical solutions to resolve complex public or internal complaints.

Technical

- Ability to interpret and apply laws, policies, procedures, regulations and other compliance-related documents and laws.
- Skill in using Microsoft Windows and Microsoft Office to create documents, maintain databases and create spreadsheets.
- Ability to optimize utilization of proprietary software related to permit application processing and scheduling appointments.
- Ability to plan and organize work to meet deadlines on multiple projects simultaneously.
- Attention to detail.
- Ability to work effectively under pressure while handling multiple tasks.
- Ability to analyze and interpret data.
- An understanding of the issues facing the City of Milwaukee and other urban cities and how those issues are impacted by City operations.
- Critical thinking and planning skills.

Interpersonal

- Ability to work cooperatively and fairly with people whose backgrounds may differ from one's own. Ability to work effectively in a diverse, collaborative, team-oriented environment.

- Ability to maintain effective, positive relationships with colleagues, department heads, other city officials and members of the public.

Communication

- Written communication skills to develop business correspondence, respond to complaints and create reports.
- Verbal communication skills to effectively respond to questions and concerns received from contractors and other members of the public.

Professionalism

- Ability to work with sensitive information and to maintain confidentiality.
- Ability to demonstrate honest, ethical behavior.

CURRENT SALARY

The current salary range (Pay Range 1AX) for City of Milwaukee resident is \$48,670 -63,426 annually, and the non-resident salary range is \$47,476 to \$61,870 annually. Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.

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/Benefits2019>.

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 **Monday, June 24, 2019**. 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 102

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