

PROGRAM ASSISTANT II

Bankruptcy Coordinator

Milwaukee Water Works, Business Division, Department of Public Works

PURPOSE:

- The Program Assistant II in the Commercial Services Section of the Milwaukee Water Works will process and manage delinquent customer accounts, track bankruptcy proceedings, provide input into the collections of outstanding Municipal Service bills, and act as lead worker to customer service representatives that interface with customers who are behind in their bill payments.

ESSENTIAL FUNCTIONS:

- Process bankruptcy claims submitted to the Water Department by noting account information, suspending billing, and setting up bankruptcy accounts in the enQuesta computer system.
- Work with the court system and City Attorney's office to collect outstanding revenue through the bankruptcy system.
- Prepare work to be processed by gathering, sorting, organizing and recording data.
- Act as lead worker to provide direction to the Customer Service Representative II assigned to the delinquent accounts.
- Assist in the orientation and detailed training of staff in the use of the Milwaukee Water Works enQuesta computer system, bankruptcy processes, and general customer service guidelines.
- Resolve customer complaints by investigating, composing responses, and preparing reports by collecting and analyzing information.
- Refer non-standard complaints and legal issues to upper management.
- Post customer payments by recording cash and check transactions.
- Gather case evidence and documentation, monitor case progress, and contribute information to the case review process.
- Follow internal accounting procedures to maintain financial security.
- Resolve valid authorized deductions by reviewing bankruptcy calculations and final bills prior to system entry.
- Verify the validity of account discrepancies by obtaining/investigating information from banks, bankruptcy courts, customer service department records, PACER, Assessor's office, and any other available resources.

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. **Four (4) years** of office support experience performing duties closely related to the above functions, **including one (1) year** of experience processing delinquent accounts and bankruptcy filings (Chapter 7, 11, 13, and 128).
2. Valid Driver's License at time of appointment and throughout employment.

Equivalent combinations of education and experience may also be considered.

NOTE: For those claiming education credits as a part of their qualifications, college transcripts are required and must be received within three business days after the application period closes. College transcripts may be either attached to the application, emailed to staffinginfo@milwaukee.gov, or mailed to Box PAII-MWW, Department of Employee Relations, City Hall, Room 706, 200 E. Wells St., Milwaukee, WI 53202-3554. Student copies are acceptable. Only applications with transcripts will be considered; applications without transcripts will be rejected.

Program Assistant II, Bankruptcy Coordinator (DPW-Water Works)

KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS:

- Knowledge of bankruptcy process and laws related to Chapter 7, 11, 13, and 128 filings.
- Knowledge of effective supervisory and leadership practices.
- Knowledge of techniques needed to investigate and resolve customer questions and concerns.
- Knowledge of enQuesta software.
- Interpersonal skills; ability to work and communicate effectively with multi-level, multi-cultural customers, contractors, and staff members.
- Written communication skills, including the ability to prepare correspondence, documents for meetings, and reports.
- Ability to act as lead worker for team.
- Ability to collect, compile and analyze billing data.
- Ability to investigate financial statements and supporting documents to compile reports on outstanding accounts.
- Ability to use account billing tracking software.
- Ability to use standard computer programs including word processing, spreadsheet, and database software.
- Ability to plan and organize work in a logical manner in order to maintain efficiency and complete assignments.
- Ability to work independently and display initiative and resourcefulness.
- Ability to maintain accurate records.
- Ability to handle multiple cases and projects at the same time to ensure completion.
- Ability to develop and provide training to other employees on staff.

SALARY: The current starting salary is (PR 5FN) \$42,118 for City of Milwaukee residents. The non-resident starting salary is \$41,495 annually.

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 7, 2014**. 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. If you have questions regarding your individual circumstances as part of the application and/or selection process please contact 414-286-3751.

APPLICATIONS and further information may be obtained in person or via mail from the 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.