

PROGRAM ASSISTANT II – REAL ESTATE

DEPARTMENT OF CITY DEVELOPMENT

NOTE: The eligible list resulting from this examination may be used to fill similar City of Milwaukee positions.

PURPOSE: Under the supervision of the In-Rem Property Disposition Manager, the Program Assistant II- Real Estate assists in the management and marketing of City-owned, tax-foreclosed residential property.

ESSENTIAL TASKS:

- Visits City-owned residential properties to post and remove notices, provide access to contractors, verify the completion of repair and maintenance work by contractors, and monitor property conditions. Maintains files and data records to record results of visits.
- Inspects properties and orders necessary repairs; monitors grant expenditures for property maintenance and rehabilitation projects.
- Meets with tenants of City-owned residential properties to discuss rent payments, present leases, advise tenants of their responsibilities, and respond to and investigate tenant concerns. Assesses whether current tenants meet the criteria to lease their homes from the City. Maintains tenant-related files and records.
- Assists with the sales of residential properties in the City's inventory, including supporting efforts to package properties by geographic proximity and current condition and then assists in the marketing and sale of the properties.
- May monitor rent delinquency reports and initiate collection and eviction actions when warranted.
- Performs other job-related duties as assigned.

CONDITIONS OF EMPLOYMENT:

- The Program Assistant II-Real Estate must be willing and able to perform field work approximately 70 percent of the time.

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. Bachelor's Degree in real estate, urban planning, architecture, business administration, or a related field from an accredited college or university, **OR** four years of responsible experience working in residential property management and sales.

Equivalent combinations of education and experience may be considered.

NOTE: *Copies of college transcripts are required and must be received within three business days after the application period closes. Supporting documentation and/or transcripts may be attached to the application, sent to staffinginfo@milwaukee.gov, or sent to Box PA II-RE, Department of Employee Relations, City of Milwaukee, 200 E Wells St, Room 706, Milwaukee, WI 53202. Only applications with supporting documentation and/or transcripts will be considered; applications without them will be rejected.*

2. Valid driver's license at time of appointment and throughout employment.
3. Availability of a properly insured automobile for use on the job at time of appointment and throughout employment. *Automobile allowance is provided.*
4. Residency in the City of Milwaukee within six months of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:

- Wisconsin real estate license or Certificate of Real Estate.

Program Assistant II (DCD – Real Estate)

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Knowledge of real estate fundamentals, including residential lease agreements.
- Knowledge of the City of Milwaukee real estate market, particularly the Community Development Block Grant (CDBG) target area, to serve the City's property interests as well as the needs of buyers, tenants, and contractors.
- Knowledge of residential construction and the ability to inspect maintenance and repair work done by contractors.
- Knowledge of sales and marketing principles and techniques.
- Sales skills, including skills in listening, questioning, and persuading, to assist in property sales.
- Knowledge of real estate market research and the ability to produce effective marketing materials.
- Ability to read and interpret work-related documents.
- Oral communication skills.
- Interpersonal skills; ability to work effectively with multi-level, multi-cultural tenants, contractors, and staff members.
- Ability to handle the sensitive needs of tenants with diplomacy and tact and to maintain confidentiality.
- Knowledge of techniques needed to investigate and resolve tenant concerns.
- Written communication skills, including the ability to prepare correspondence, documents for meetings, and reports.
- Analytical and problem-solving skills
- Judgment and decision-making skills.
- Ability to work independently and display initiative and resourcefulness.
- Ability to use standard computer programs such as word processing, spreadsheet, and database; knowledge of geographic information systems (GIS) desirable.
- Ability to plan and organize work in a logical manner in order to maintain efficiency and complete assignments.
- Ability to handle multiple projects simultaneously.
- Ability to maintain accurate records.

CURRENT PAY RANGE (Pay Range 5FN): \$39,522-\$47,065 annually with excellent benefits. Minimum recruitment is at \$41,495.

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 **January 4, 2013**. 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 alternate 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.

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.