

TELLER-BILINGUAL

Recruitment #2011-0384NR-001

List Type	Original
Requesting Department	CITY TREASURER
Open Date	11/4/2020 1:50:00 PM
Filing Deadline	11/20/2020 11:59:00 PM
HR Analyst	Deidre Steward

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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 brings 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 written exam is tentatively scheduled for December 3rd, 2020; the top scoring candidates will be invited to participate in a language proficiency assessment, tentatively scheduled for the week of December 14th, 2020.

PURPOSE

The teller in the Revenue Collection Division collects and validates all monies due the City of Milwaukee and performs daily balancing of all receipts and disbursements processed.

ESSENTIAL FUNCTIONS

- Process payments through the Munis Tax System and the iNovah Cashier System for real estate and personal property taxes and special improvement bonds.
- In both English and Spanish, answer and resolve a variety of customer questions, both in-person and via telephone.
- Collect accounts receivable and water bill payments.
- Collect and validate receipt of all deposits presented by City departments.

- Process garnishment fees.
- Collect and validate license fees.
- Audit, complete, prepare, match and mail animal licenses.
- Collect health, dental and group life insurance premium payments.
- Process City employee travel and salary advances and their reimbursement.
- Prepare end of day reports.
- Prepare reports for City Departments regarding license fee collections, account receivable, and health insurance.
- Prepare accounts payable checks for mailing and disburse pickup items.
- Compile and maintain standard operating procedures (SOP's) for job functions.
- Translate work-related documents to create Spanish language versions.

We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process 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. Two years of full-time experience as a teller at a financial institution handling large sums of money (in excess of \$10,000 daily) in finance, banking, collections, or a closely related industry.
2. Bilingual in English and Spanish for both interpretation and translation.

DESIRABLE QUALIFICATIONS

- Certified cash handler.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Ability to communicate verbally with culturally diverse individuals at all levels inside and outside the organization, both in English and Spanish.
- Ability to consistently handle a high volume of customer inquiries in-person and over the phone both in English and Spanish.
- Knowledge of office practices, procedures, and equipment.
- Computer skills to utilize cashiering software in order, to complete payment transactions.
- Written communication skills to prepare correspondence, forms, reports and standard operating procedures.

- Ability to remain composed, diplomatic, and positive when working under pressure.
- Ability to read, understand and translate documents such as bills and other financial records, forms, correspondence, and reports both in English and Spanish.
- Ability to learn and use departmental software applications.
- Ability to perform mathematical calculations quickly with accuracy.
- Ability to multi-task in a fast-paced environment.
- Ability to maintain confidentiality regarding all City-related business.
- Attention to details to ensure accurate processing of all payment transactions.

CURRENT SALARY

The current starting salary (Pay Range 6HN) for City of Milwaukee residents is \$37,830 annually, and the non-resident starting salary is \$36,965.

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
- 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/benefits>.

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 reserve 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 **November 20, 2020**. 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 603

The City of Milwaukee is proud to employ a diverse workforce that is committed to providing exemplary service to the City's residents. If you have a passion for being a part of an inclusive team of public servants, please consider the following opportunity.