

ADMINISTRATIVE ASSISTANT III

Recruitment #1909-0415DC-001

List Type	Transfer/Promotional
Requesting Department	HEALTH DEPARTMENT
Open Date	10/4/2019 12:00:00 PM
Filing Deadline	10/18/2019 11:59:00 PM
HR Analyst	Nola Nelson

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INTRODUCTION

**** THIS POSITION IS OPEN TO CURRENT CITY OF MILWAUKEE EMPLOYEES ONLY ****

PURPOSE

The Administrative Assistant III provides confidential administrative support and performs a wide array of complex administrative support tasks for the Communications and Public Relations Division of the Milwaukee Health Department (MHD).



ESSENTIAL FUNCTIONS

Policy, Innovation, and Engagement Branch Administrative Support

- Prepare and process administrative reports, memos, correspondence and communications that may contain sensitive and or/confidential information.
- Assist in coordination and scheduling of meetings and making travel arrangements for staff, as requested.
- Maintain files necessary for regulatory, grant, collaborative and administrative reporting.
- Participate in the distribution of media-related communications activities, including blast-faxing media notifications.

- Assist in the provision of training for other support staff in the performance of reception activities.

Records and Community Education Requests

- Serve as the primary contact for public record, medical record, and environmental record requests.
- Coordinate the collection of data needed to fulfill these requests, in concert with representatives from across the department and city as needed.
- Directly handle high-profile, difficult, or complex open records requests, including records and reviewing, redacting, and responding to requests.
- Fulfill open/public records requests efficiently and effectively while following local, state, and federal laws pertaining to records.
- Maintain appropriate data management and filing systems for each request type.
- Receive and process requests for departmental representation at community events.

Office and Reception Duties

- Greet and welcome on-site visitors, determine nature of business, and announce visitors to appropriate personnel.
- Monitor all visitor traffic into and out of the MHD offices in compliance with building security protocols.
- Answer incoming telephone calls, determine purpose of callers, and forward calls to appropriate staff or other agency independently and according to established protocols.
- Respond to questions about the organization and provide callers or visitors with information such as addresses, directions, departmental services and programs, community resources, and other information.
- Take and deliver messages or transfer calls to voice mail when appropriate personnel are unavailable; Monitor the number and nature of calls received by the department.
- Maintain conference room schedules.

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.

CONDITIONS OF EMPLOYMENT

- The Administrative Assistant III may be required to work overtime on occasion to meet departmental needs.

MINIMUM REQUIREMENTS

1. Regular status as a City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
2. Four years of progressively responsible administrative experience performing duties related to the essential functions of this position.

Equivalent combinations of education and experience may be considered.

NOTE: To receive credit for 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. Your transcript must be legible and include the university or college name, your name, the degree completed (if applicable) and the date the degree was completed. Official or unofficial transcripts are acceptable.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of public sector administrative and clerical procedures and systems.
- Knowledge of customer service principles and the ability to respond to inquiries with tact, diplomacy, and discretion.
- Ability to learn and interpret open/public records regulations.
- Ability to read and understand work-related documents.
- Knowledge of mathematics and the ability to make accurate calculations to be able to monitor expenditures and payroll.
- Written communication skills to be able to compose clear and error-free correspondence and reports.
- Oral communication skills so as to clearly convey information to staff and visitors alike.
- Ability to work effectively and cooperatively with executive leadership, management and supervisors, coworkers and the public whose backgrounds may differ from one's own.

- Skill in using Microsoft Windows and Microsoft Office to create documents, maintain databases and create spreadsheets.
- Ability to learn and effectively use employee and departmental data systems in order to produce reports and to retrieve data.
- Ability to legally, effectively and efficiently respond to records requests according to local, state and federal laws.
- Ability to organize and maintain manual and digital files, records, and schedules.
- Ability to plan and prioritize assignments and produce accurate work by established deadlines.
- Ability to cope with frequent interruptions, changing priorities, and stressful situations.
- Ability to use independent judgment to perform essential tasks under general direction.
- Ability to maintain the highest degree of confidentiality regarding all work-related matters.
- Ability to exhibit professionalism, confidence, trustworthiness, and dependability.

CURRENT SALARY

The starting salary (5FN) is \$42,539 and the resident incentive starting salary for City of Milwaukee residents is \$43,815. *Appointment will be made in accordance with the City of Milwaukee salary ordinance.*

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of related education, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations and the Milwaukee Health Department reserve the right to call only the most qualified candidates to oral, performance tests or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.

Note: Transfer/Promotional Opportunities and Promotional Examinations are not open to Milwaukee Public Schools employees or to the public. Only current City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process who have successfully passed a probationary period for a Civil Service position will be considered. Individuals with exempt, provisional, temporary, or emergency appointments are not eligible for transfer.

ADDITIONAL INFORMATION

- APPLICATIONS and further information can be accessed by visiting www.jobaps.com/MIL.
- 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 in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

SELECTION PLAN

EEO 501

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