

ADMINISTRATIVE SPECIALIST-SENIOR-NIP

Neighborhood Improvement Project & Residential Code Enforcement
Recruitment #2010-4274-001

List Type	Transfer/Promotional
Requesting Department	DEPT OF NEIGHBORHOOD SRVCS
Open Date	10/21/2020 2:00:00 PM
Filing Deadline	11/12/2020 11:59:00 PM
HR Analyst	Marti Cargile

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INTRODUCTION

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

For 40+ years, the Neighborhood Improvement Project in Milwaukee has improved housing conditions for eligible low-income homeowners living in deteriorating and unsafe homes. These free services ensure that homes comply with local residential dwelling codes. Services can include roofing, siding, heating, electrical, painting, and structural improvements.

PURPOSE

The Administrative Specialist-Senior reviews and approves Neighborhood Improvement Project (NIP) client applications per regulations and guidelines as well as supervises customer service and administrative support staff. *NOTE: This position is shared between two divisions, the NIP and the Residential Code Enforcement Section.*

ESSENTIAL FUNCTIONS

- Review NIP applications for compliance with governmental regulations and NIP program guidelines. Certify approved applications and make referrals to inspector.
- Work with the Assistant Supervisor to review, implement, and evaluate policies and procedures of the Code Enforcement NIP Program. Assist in meeting the needs of clients, agencies, and inspectors and with conflict resolution. Initiate the review process for cases that require NIP Cost

Committee review. Prepare written reports of NIP activity, completions, and other program data.

- Update printed materials such as forms, brochures, and handbooks, and develop new materials. Attend meetings and give presentations to community groups about the NIP Program.
- Serve as a frontline customer service supervisor for the Residential Division. Resolve conflicts, make decisions, and take action to mitigate errors.
- Assist the Administrative Services Supervisor with supervising the Residential Administrative Support staff, including providing training, quality control, coaching, and discipline as necessary.

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 Specialist–Senior must be able to perform light physical work, exerting up to 10 pounds of force occasionally to move objects.
- Based upon each department’s responses to the COVID-19 pandemic and the needs of each department, employees may be expected to work from home intermittently or continuously.

MINIMUM REQUIREMENTS

1. Regular status as City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
2. Bachelor’s Degree in business administration, marketing, human resources, management, public administration, economics, sociology, or a related field from an accredited college or university, **PLUS**
3. Two years of experience performing complex administrative duties related to the essential functions above, including at least one year of lead worker experience.

Equivalent combinations of education and experience may be considered; however, there is no substitution for the experience described under #3, above.

IMPORTANT NOTE: *College transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Unofficial copies are acceptable; however, your transcripts must be legible and include your name, the college name, the degree completed, and the degree completion date.*

DESIRABLE QUALIFICATIONS

- Ability to speak Spanish or Hmong.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of the principles and practices for providing excellent customer service; ability to handle escalated phone calls pertaining to program denial or fee assessment in a calm, empathetic manner.
- Knowledge of supervisory principles and the ability to effectively supervise and motivate staff members.
- Ability to serve as an effective and positive member of a cross-divisional management team.
- Ability to read, understand, and interpret technical documents and departmental policies and procedures.
- Ability to learn and master NIP program guidelines and related governmental regulations.
- Written communication skills, including the ability to prepare correspondence, policies and handbooks, forms, brochures, and reports.
- Oral communication and presentation skills to be able to clearly explain complex program guidelines and billing details to the public.
- Interpersonal skills and the ability to work cooperatively with people whose backgrounds may differ from one's own, including colleagues, City staff, elected officials, community advocates, and the public.
- Skill in using enterprise systems as well as database, spreadsheet, and word processing applications.
- Problem-solving and decision-making skills as well as sound judgment. Ability to plan, organize, and manage multiple tasks in order to meet frequent and changeable deadlines.
- Honesty, integrity, and the ability to maintain confidentiality.

CURRENT SALARY

The current salary range (Pay Range 2EX) is **\$48,670-\$63,426**, and the resident incentive salary range for City of Milwaukee residents is **\$50,130-\$65,329**. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.*

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 Neighborhood Services reserves 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.

CONCLUSION

EEO 204

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