

# ADMINISTRATIVE SPECIALIST-SENIOR

Recruitment #1505-4274-001

**List Type** Transfer/Promotional

**Requesting Department** CITY ATTORNEY

**Open Date** 6/13/2015

**Filing Deadline** 7/6/2015 11:59:00 PM

**HR Analyst** Lindsey O'Connor

## INTRODUCTION

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

## PURPOSE

This position functions as the manager and supervisor of administrative support and office operations at the Ordinance Enforcement Division of the Office of the City Attorney.

## ESSENTIAL FUNCTIONS

- Manage and direct the administrative and support functions by managing and directing the workflow of the office.
- Problem-solve and troubleshoot complex, escalated customer service issues.
- Assist management in reviewing, developing and implementing policy initiatives for the office operations.
- Ensure coverage of all other positions in the office to ensure efficient operations including front desk coverage.
- Serve as a liaison to other departments such as circuit court, municipal court, the Milwaukee Police Department, other City departments and State agencies.
- Schedule and report to main office regarding office operations.
- Research, develop and coordinate case information.
- Generate reports regarding office metrics such as cases completed and resources generated.
- Provide legal office assistance for circuit court appeals.
- Coordinate issuance of subpoenas.
- Coordinate electronic files including criminal background checks.

*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.*

## MINIMUM REQUIREMENTS

1. Current status as a regularly appointed employee of the City of Milwaukee, having passed the probationary period for the current position held at time of appointment.
2. Four years of progressively responsible clerical experience, including at least one year at the Office Assistant III level or higher, performing duties related to this position.
  - *Equivalent combinations of education and experience may be considered.*

## DESIRABLE QUALIFICATIONS

1. Bachelor's degree in human resources, public administration, business, or a related field from an accredited college or university.
2. Experience in a legal or governmental office.

## ***Administrative Specialist-Senior (City Attorney)***

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***For applicants claiming college credit, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected.***

### **KNOWLEDGES, SKILLS, ABILITIES AND OTHER CHARACTERISTICS**

- Knowledge of office systems and procedures.
- Knowledge of supervision or management principles and practices.
- Proficiency with standard word processing, spreadsheet, and database software.
- Ability to use enterprise human resources systems.
- Oral communication to communicate effectively with diverse individuals.
- Written communication skills, including the ability to write correspondence and reports.
- Interpersonal skills; ability to build and maintain effective working relationships across levels.
- Customer service skills; ability to be responsive and sensitive to the needs of diverse clients.
- Problem-solving and decision-making skills.
- Ability to handle multiple projects with varying deadlines.
- Ability to maintain complete and accurate records.
- Ability to remain calm under pressure.
- Ability to work effectively both independently and as a team member.
- Ability to identify opportunities for process improvement.
- Ability to maintain confidentiality.

### **CURRENT SALARY**

The current starting salary (PG 2EX) for City of Milwaukee residents is \$45,306 annually, and the non-resident starting salary is \$44,194. Appointment above the minimum is possible.

### **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 Office of the City Attorney 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 non-probationary City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process will be considered. Individuals with exempt, provisional, temporary or emergency appointments are not eligible for transfer.***