

COMMUNICATIONS ASSISTANT III

Recruitment #1512-0427DC-001

List Type Transfer/Promotional

Requesting Department PARKING

Open Date 1/13/2016 11:59:00 PM

Filing Deadline 2/12/2016 11:59:00 PM

HR Analyst La'Neka Horton

INTRODUCTION

****ONLY CURRENT CITY OF MILWAUKEE EMPLOYEES WILL BE CONSIDERED****

PURPOSE

Under the Supervisor and Assistant Manager, the Communications Assistant III position provides operational communications and customer service for the Parking Information Desk 24-hours a day seven days a week.

ESSENTIAL FUNCTIONS

- Generate and process tow record in the Auto process program.
- Receive requests for towing services transmitted by radio.
- Respond to inquiries from citizens pertaining to towed vehicles and parking concerns.
- Research state program to identify owners of towed vehicles.
- Process new abandoned vehicle placards using the Auto process program.
- Provide citizens with information on towing policies and reporting of stolen vehicles.
- Dispatch Parking Checkers to respond to parking complaints.
- Respond to Parking Checkers and Milwaukee Police Department inquiries.
- Receive citizen complaints regarding illegally parked vehicles.
- Enter night parking requests into the daily operations of the Parking Enforcement and Tow lot sections.
- Receive telephone calls from various departments and the Common Council pertaining to Parking inquiries.
- Check Parking Checker citation photos.
- Process and mail or fax private property waivers for abandoned vehicles.
- Enter new private property waiver information into the computer for abandoned vehicles.
- Investigate citizen parking citations and towing disputes.
- Enter parking complaint dispositions into the computer.
- Research state program for information concerning stolen vehicles based on customer inquiries.

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. Regular status as a City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
2. Four years of office support experience including two years of communications or customer service experience providing information to customers or responding to customer complaints or requests.
 - **NOTE:** *Equivalent combinations of education and experience may also be considered.*

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of the principles and practices of providing customer service.
- Knowledge of computers, including Microsoft Windows, spreadsheet and word processing software.
- Knowledge of city streets, locations and boundaries.
- Knowledge of city government and operations regarding Tow Lot and Parking Enforcement functions.
- Ability to handle a high volume of telephone calls consistently on a daily basis.
- Ability to practice active listening by giving full attention to what other people are saying, taking time to understand the points being made, and asking questions as appropriate.
- Ability to work in a team environment and to maintain good working relationships with people from diverse backgrounds.
- Ability to communicate information and ideas in writing clearly and effectively to people at all levels of the organization through reports, business correspondence, emails, and procedure manuals.
- Ability to organize work to effectively and efficiently utilize resources and personnel to accomplish multiple tasks according to deadlines.
- Ability to use logic and reasoning to identify problems and make sound decisions, including situations where only limited information is available.
- Ability to prioritize work assignments and multi-task.
- Ability to communicate comprehensively by radio and telephone.

CURRENT SALARY

The current starting salary (PR6HN) for City of Milwaukee residents is \$37,830 annually, and the non-resident starting salary is \$36,902.

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 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.

INITIAL FILING DATE - The examination will be held as soon as practical after **February 5, 2016**. 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.

- **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/promotional opportunities.*
- **NOTE:** *The City's residency requirement set forth in City Charter 5-02 is under litigation. Even though the City is legally able to enforce the current residency requirements based on a recent Wisconsin Court of Appeals decision, the City has agreed to continue to suspend enforcement of the ordinance during the time it may take to know whether the Wisconsin Supreme Court will review the case. Once the Supreme Court refuses review or affirms the Court of Appeals decision, the City intends to fully enforce the ordinance. Consequently, employees who disregard the requirements of the ordinance do so at their own risk. Applicants for City of Milwaukee positions should understand the City's commitment to its residency requirement. During this period of uncertainty it is important to take that into account when submitting an application and more importantly when deciding to accept an employment offer. Please contact (414) 286-3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.*