

COMMUNICATIONS ASSISTANT V

Recruitment #1512-0429DC-001

List Type Transfer/Promotional

Requesting Department DPW-WATER-DISTRIBUTION

Open Date 1/13/2016

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

HR Analyst Jeff Harvey

PURPOSE

The Communications Assistant V position provides operational communications and customer service for the Milwaukee Water Works Control Center 24-hours a day seven days a week. Service includes responding to calls from utility customers, the public, other City departments, and outside agencies. The position provides dispatch of personnel, call-outs and other functions to support the emergency response of the utility.

ESSENTIAL FUNCTIONS

- Answer customer service inquiries on standard questions or emergency requests such as leaks in the street, broken mains, open hydrants, and water quality complaints.
- Assist customers by troubleshooting, with their assistance to determine their concern, and the MWW response.
- Provide professional and courteous assistance for both emergency and routine calls from customers, contractors, plumbers, and elected officials.
- Dispatch Utility Investigators to assist customers or assist others as necessary based upon the circumstance at hand.
- Notify supervision of emergency situations and communicate information of job needs and status.
- Record service call requests in the daily operations log.
- Refer calls to other city departments or outside agencies if needed.
- Monitor all two-way radio transmissions continuously while on shift and communicate by two way radio with supervisors and crew members.
- Operate, navigate and utilize the MWW Customer Information System, GIS and other databases to obtain information, create work orders for activities such as assigned jobs, water turn on/off requests, owner's leaks, hydrant information and maps.
- Provide assistance, coordination and information to all field operations including support to water main repair crews attempting to restore interrupted water service and to Utility Investigators attempting to bring water main breaks under control.
- Make emergency personnel call-outs for water main repair crews and hose crews according to written procedures and schedules.
- Complete the necessary street permits for the various municipalities MWW serves.
- Conduct Digger's Hotline requests and supply crews with accurate detailed location information.
- Provide information from maps, plat books, hotline markings, records and computer databases to Distribution field personnel and other departmental groups.
- Coordinate with other City/DPW divisions, departments, Milwaukee County Transit System, and other municipalities for traffic concerns, opening of sewers, street repairs etc., as needed.
- Contact Fire Department for any hydrant out-of-service or back-in-service information.

- Continuous monitoring of all radio transmissions, messages and activities involving field operations during regular hours.
- Assist and coordinate water distribution field activities during non-business hours, and prepare a detailed and accurate time-stamped log of all above activities.

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

- To maintain 24-hour coverage must be able to work rotating shifts including 1st, 2nd, and 3rd shifts Monday through Sunday including holidays as scheduled.
- Must be able to work mandatory overtime and/or to cover shift vacancies and work extended hours as needed.

MINIMUM REQUIREMENTS

1. Current status as a regularly appointed City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
2. Five (5) years of office support experience including four (4) years of customer service experience in communication environments including direct telephone or dispatch activities.
 - **NOTE:** *Equivalent combinations of education and experience may also be considered.*
3. Valid Wisconsin driver's license at time of appointment and throughout employment.

DESIRABLE QUALIFICATIONS

- Good working knowledge of activities in all divisions of the Milwaukee Water Works.
- Familiarity with Milwaukee Water Works Customer Information System and GIS.
- Familiarity with City of Milwaukee streets and service area districts.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of Milwaukee Water Works Rules and Regulations as well as policies and procedures.
- Ability to read plat books and construction prints as well as operate computerized GIS.
- Strong problem solving ability.
- Ability to prioritize calls during times of high call volume.
- Ability to use computer related software including Microsoft Office Suite software.
- Ability to use facts and good judgment in responding to calls.
- Ability to actively listen to callers and record information.
- Ability to prepare accurate reports.
- Excellent customer service skills.
- Excellent oral and written communication skills.

CURRENT SALARY

The current starting salary (PG 6KN) is \$40,501 for City of Milwaukee residents. The non-resident starting salary is \$39,507 annually.

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 Department of Public Works–Water Works 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/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 residency ordinance until the Wisconsin Supreme Court issues a final decision. If the Wisconsin Supreme Court affirms the Court of Appeals decision, the City intends to fully enforce the residency requirement for all employees. 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.*