

COMMUNICATIONS ASSISTANT III (T/P)

Recruitment #1708-0427DC-001

List Type	Transfer/Promotional
Requesting Department	DPW-OPS-FLEET OPS
Open Date	8/22/2017 2:00:00 PM
Filing Deadline	9/12/2017 11:59:00 PM
HR Analyst	Nola Nelson

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INTRODUCTION

THIS POSITION IS OPEN TO CURRENT CITY OF MILWAUKEE EMPLOYEES ONLY

"The Department of Public Works is committed to providing the highest quality of services to its internal and external customers."

PURPOSE

The Communications Assistant III assigned to the Buildings and Fleet Divisions dispatch office performs duties related to dispatching and scheduling operations driver workers, city laborers and assigned equipment, supports dispatch office functions, and provides assistance to the users, drivers and operators of the City of Milwaukee's fleet of equipment.

ESSENTIAL FUNCTIONS

Dispatch and Scheduling:

- Perform daily scheduling of fleet equipment operators, support personnel and private sector contactors and communicate the assignments.
- Dispatch assignments and record information about the activities of the field service technicians, utility crews and fueling trucks.
- Dispatch and document the activities of the division's roll-off operation.

Communications:

- Provide radio communication and telephone answering services in support of the dispatch office's daily operations.
- Receive and process telephone calls from various entities including, internal and external customers, pertaining to fleet support information or services.
- Participate as a member of the general ice control and snow plowing callout team, operating 24 hours per day during snow operation, including contacting snow drivers at the start of snow operations.

Data Management:

- Provide data entry and retrieval services related to the operation of the dispatch office and the City's fleet division.

Records Maintenance:

- Prepare and maintain records relating to the functions of the dispatch office including daily dispatch operations, office supplies, personnel matters, fleet accident investigations and fleet related programs.
- Order and record information pertaining to fuel and other fleet supplies.
- Maintain information pertaining to service agreements, rental equipment, and vendors.

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 Communications Assistant III must be available for emergency call-in work, as required to fulfill the needs of the Department (i.e., snow and ice control operations).

MINIMUM REQUIREMENTS

1. Current status as a City of Milwaukee employee having passed probation in a Civil Service position.
2. Four years of office support experience that includes two years of communications or customer service experience providing information to customers or responding to customer complaints or requests.

Equivalent combinations of education and experience may be considered.

IMPORTANT NOTE: To receive equivalency consideration for education, College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.

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 government and operations regarding Dispatch and Fleet Services.
- 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, ask questions as appropriate, and problem solve.
- Ability to work in a team environment and to maintain good working relationships with people from diverse backgrounds.
- Ability to communicate tactfully with people at all levels of the organization and the public.
- 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 salary range (Pay Range 6HN) for City of Milwaukee residents is \$37,830 - \$41,863 annually, and the non-resident salary range is \$36,902 - \$40,836. Appointment will be made in accordance with the provisions of the 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 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.

- Applications and transcripts should be submitted no later than the deadline listed above.
- 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

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