

# COMMUNICATIONS ASSISTANT III

Recruitment #1709-0427DC-001

<b>List Type</b>	Transfer/Promotional
<b>Requesting Department</b>	DPW-WATER-DISTRIBUTION
<b>Open Date</b>	9/21/2017 12:00:00 PM
<b>Filing Deadline</b>	10/5/2017 11:59:00 PM
<b>HR Analyst</b>	Emily Keeley

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## INTRODUCTION

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

*The Communications Assistant III is the entry-level position of the Communications Assistant promotional series. Promotion to the next levels, Communications Assistant IV and Communications Assistant V, is possible based upon additional experience, performance and other qualifications.*

## PURPOSE

The Communications Assistant III provides operational communications and customer service for the Milwaukee Water Works (MWW) 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.

## ESSENTIAL FUNCTIONS

- Answer customer service inquiries or emergency requests such as leaks in the street, broken mains, open hydrants, and water quality complaints.
- Assist customers by troubleshooting their concerns and then determining the appropriate 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 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.
- Monitor all two-way radio transmissions continuously while on shift, and communicate by two way radio with supervisors and crew members.
- Utilize the MWW Customer Information System, GIS and other databases to obtain information and 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 and opening of sewers and street repairs.
- Contact Fire Department for any hydrant out-of-service or back-in-service information.
- Continuously monitor 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 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 to cover shift vacancies and work extended hours as needed.

## MINIMUM REQUIREMENTS

1. Regular status as City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
2. Four years of office support experience that must include two years of customer service experience in communication environments including direct telephone or dispatch activities.
3. Valid Wisconsin driver's license at time of appointment and throughout employment.

*Equivalent combinations of education and experience may be considered.*

## 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.
- Ability to actively listen to callers, record information and apply problem solving techniques.
- Ability to prioritize calls during times of high call volume.
- Ability to use computer related software including the Microsoft Office Suite.
- Ability to use facts and good judgment in responding to calls.
- Ability to prepare accurate reports.
- Customer service skills to respond to inquiries with tact, diplomacy, and discretion both in person and over the phone.

- Oral communication skills to communicate with culturally diverse individuals at all levels within and outside the organization.
- Written communication skills to prepare business correspondence and documentation.

## 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 annually. *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 Relations and the Department of Public 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 City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process and 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 may be accessed by visiting [www.jobaps.com/MIL](http://www.jobaps.com/MIL).

- Applications 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](mailto:staffinginfo@milwaukee.gov).
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

## CONCLUSION

EEO = 603

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