

HUMAN RESOURCES ASSISTANT

Recruitment #2105-0481DC-001

List Type	Transfer/Promotional
Requesting Department	DEPT OF EMPLOYEE RELATIONS
Open Date	5/6/2021 3:00:00 PM
Filing Deadline	5/27/2021 11:59:00 PM
HR Analyst	Deidre Steward

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INTRODUCTION

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

PURPOSE

Under the direction of the Human Resources Manager, the Human Resources Assistant provides all administrative support for the staffing function in the Department of Employee Relations.

In addition to ensuring selection processes run smoothly, materials are of production quality and candidate communication is accurate and timely, the Human Resources Assistant initiates new work projects and continuously improves processes.

ESSENTIAL FUNCTIONS

- **Preparation of selection process materials:** Prepare selection process materials by redacting and copying application materials for rater or departmental review and by formatting, proofreading and copying materials and documents.
- **Structured interviews:** Schedule candidates; format, proofread and copy all materials related to virtual interviews. Facilitate virtual interviews by assisting candidates with technical issues and monitoring the quality of the connection. Ensure that pre-interview paperwork is completed; administer written exercises prior to structured interviews. Ensure the schedule runs on time and

prepare materials for scoring; retain copies in a secure location. Provide day of interview support to raters, human resources representatives and candidates.

- **Communication regarding selection processes:** Respond to inquiries from applicants, City employees and hiring managers related to selection process. Examination administration: Assist in test administration, test scoring and creation of eligible lists.
- **Invoice payment and approval:** Approve payment of invoices related to advertising, office supplies, travel costs and social media.
- **Records maintenance:** In accordance with the City's records retention schedule, create and maintain filing systems (electronic and physical) for the Staffing Division, ensuring confidentiality of examination materials.
- **Administrative support:** Provide administrative support (e.g., formatting, proofreading, copying and scheduling) to the Human Resources Manager and the Human Resources Representatives.

We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process 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 Human Resources Assistant must be willing and able to do the following:

- Work evenings and weekends in order to perform duties related to test administration and recruitment.
- Based upon each department's responses to the COVID-19 pandemic and the needs of each department, employees may be expected to work from home intermittently or continuously.

MINIMUM REQUIREMENTS

1. Regular status as City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
2. Associate degree in human resources management, business management or a related field from an accredited college or university.
3. Three years of experience providing programmatic support to a human resources function or comparable business function such as payroll, employee relations, benefits or leave administration.
4. Valid driver's license at time of appointment and throughout employment.

Equivalent combinations of education and experience may be considered.

IMPORTANT NOTE: To receive credit for college, 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 will be considered incomplete and will be rejected. Your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical Knowledge

- Ability to perform accurate data entry to use the DER's applicant tracking system.
- Ability to read and interpret personnel policies, including the Milwaukee Code of Ordinances (including the Salary and Positions Ordinances) and Civil Service Rules.
- Ability to learn and effectively utilize the HRMS system in order to produce reports and to retrieve data.
- Ability to read, interpret and write reports.
- Intermediate-level proficiency using Microsoft Office Suite, including Word, Excel and Adobe Pro.
- Familiarity with office equipment, including telephones, computers, copiers and fax machines.

Communication and Interpersonal

- Knowledge of customer service best practices and the ability to incorporate them into operations.
- Ability to communicate clearly and effectively on the phone and in person.
- Skill in all aspects of customer service to build and maintain customer satisfaction.
- Written communication skills to proofread documents so that they are publication-ready; knowledge of and ability to apply grammatical and punctuation conventions.
- Ability to establish and maintain positive relations with supervisors, co-workers, and the public in order to meet organizational goals and objectives.
- Cultural awareness and sensitivity; ability to work cooperatively, effectively, and fairly with co-workers and citizens whose backgrounds may differ from one's own.

Organizational and Critical Thinking

- Ability to approach problems in a logical manner and develop and implement solutions.
- Superior organizational skills, including the ability to maintain multiple filing systems.
- Ability to think critically and analytically.
- Ability to work with sensitive information.
- Ability to handle multiple priorities and to work within tight time constraints.
- Ability to maintain composure regardless of frequent interruptions.
- Ability to exhibit exemplary professionalism.
- Integrity and the ability to maintain complete confidentiality.
- Ability to perform work with a high degree of accuracy.

CURRENT SALARY

The starting salary (5IN) is \$47,779 annually, and the resident incentive starting salary for City of Milwaukee residents is \$49,213 annually. Appointment will be made in accordance with the City of Milwaukee 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, a written test, an interview, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral exams, 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.

INITIAL FILING DATE – The selection process will be held as soon as practical after **Thursday, May 27, 2021**. 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. The applicant is responsible for attending all phases of the selection process at the time and place designated by the hiring authority.

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 may be accessed by visiting,
www.jobapscloud.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 at 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.