

LICENSE DIVISION ASSISTANT MANAGER

Recruitment #1410-4639-001

List Type Transfer/Promotional

Requesting Department COMMON COUNCIL - CITY CLERK

Open Date 10/28/2014 11:59:00 AM

Filing Deadline 11/18/2014 11:59:00 PM

HR Analyst Marti Cargile

INTRODUCTION

The Office of the City Clerk-License Division is responsible for the administration and issuance of individual and business licenses and permits granted by the Common Council, City Clerk, and Commissioner of Health.

PURPOSE

The License Division Assistant Manager assists the License Division Manager in the administration and management of the Office of the City Clerk-License Division. The person in this position oversees daily office functions and office system operations including the license computer system, deals with complex license issues, handles personnel issues, and resolves other problems and escalated customer complaints. The Assistant Manager assumes the primary responsibilities for all aspects of the License Division in the absence of the manager.

ESSENTIAL FUNCTIONS

- Assist in the management of the operations and activities of the License Division.
- Act as project manager for the migration of the License Information Reporting and Administration System (LIRA) into the Land Management System (LMS), including conducting business analysis, developing software requirements, and providing end user training and support.
- Manage the current and future license computer system: administer maintenance, handle interfaces with other computer systems, configure updates, coordinate changes, conduct beta testing, perform troubleshooting, document software bugs, add new users, and audit user roles and security.
- Plan and maintain division webpages.
- Identify and analyze areas of waste and barriers to accomplishing duties and responsibilities; research and implement solutions to complex problems.
- Recognize and deal professionally with ethical and legal issues.
- Find areas of risk, and propose responses and controls to minimize exposure to legal challenges.
- Act on behalf of the License Division Manager in his or her absence.
- Staff standing committees of the Common Council, and participate in other meetings as needed.

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. Current status as a regularly appointed employee of the City of Milwaukee, having passed the probationary period for current position held.

2. Three years of experience performing duties and responsibilities related to the essential tasks that included extensive use of computer applications in a Windows-based network environment.
3. Bachelor's Degree in public administration, management, business, or related field from an accredited college or university. 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. Only applications with transcripts will be considered; applications without transcripts will be rejected.
4. Appointment as a Wisconsin Notary Public within three months of hire. To learn about eligibility requirements, visit the Wisconsin Department of Financial Institutions: https://www.wdfi.org/Notary_Public_and_Trademarks/defaultNotary.htm.
5. Successful completion of a background investigation.

Equivalent combinations of education and experience may also be considered.

DESIRABLE QUALIFICATIONS

- Master's Degree in public administration, management, business, or a related field from an accredited college or university.
- Experience working for an elected board, city council, commission, or other governing body.
- Supervisory experience.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical Knowledge:

- Knowledge of the principles and practices of public administration and management.
- Knowledge of and ability to read and interpret local, state, and federal laws, ordinances, statutes, and regulations related to licensing matters and other divisional responsibilities.
- Political awareness: knowledge of the political environment of the division and the need to review and evaluate the impact of decisions in such an organization.
- Knowledge of mathematics and the ability to make accurate calculations.
- An understanding of the capabilities of information technology to improve organizational effectiveness and enhance the experience of customers.
- Ability to master and manage licensing database, enterprise systems, email, Internet, and other computer-related functions.
- Advanced-level proficiency with Microsoft Windows and Microsoft Office applications.
- Knowledge of web development and maintenance.

Interpersonal and Communication Skills:

- Interpersonal skills: ability to build and maintain effective working relationships with multilevel, multicultural staff, elected officials, representatives of other agencies, and the public.
- Customer service skills: ability to interact diplomatically with the public and tactfully handle difficult licensing matters.
- Effective oral and written communication skills: ability to clearly and concisely communicate with diverse audiences.

Supervisory, Training, and Presentation Skills:

- Ability to delegate work effectively, monitor employee output, and address sensitive performance issues.
- Ability to coach and motivate employees and foster an environment that is conducive to change.
- Ability to develop and deliver training programs and presentations for internal staff and a wider audience.

Critical Thinking Skills:

- Skill in recognizing, assigning appropriate weight to, and resolving problems.
- Decision-making skills and sound judgment.
- Knowledge of and demonstrated experience in employing continuous process improvement methods.

Planning and Organizational Skills:

- Ability to accept direction, work cooperatively in a team environment to plan and evaluate division goals, and meet divisional objectives and responsibilities.
- Ability to set individual goals, work well under pressure, meet deadlines, manage multiple assignments and shift priorities, and respond with a sense of urgency when issues emerge requiring immediate attention.
- Project management skills.

Personal Characteristics:

- Commitment to ongoing professional development and continuous learning.
- High ethical standards.

CURRENT SALARY

The current starting salary (PG 1FX) for City of Milwaukee residents is \$62,338.38 annually, and the non-resident starting salary is \$60,809.06.

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 Office of the City Clerk-License Division 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.

ADDITIONAL INFORMATION

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.