

OFFICE ASSISTANT III-DNS

Recruitment #2108-0479DC-001

List Type	Original
Requesting Department	DEPT OF NEIGHBORHOOD SRVCS
Open Date	7/21/2021 10:30:00 AM
Filing Deadline	8/20/2021 11:59:00 PM
HR Analyst	Marti Cargile

[Go Back Apply](#)

INTRODUCTION

The Department of Neighborhood Services (DNS) currently has vacancies for Office Assistant IIIs in the Development Center and in the Environmental Section. Qualified applicants will be considered for vacancies in either section.



The City of Milwaukee is proud to employ a diverse workforce that is committed to providing exemplary service to the City's residents. If you have a passion for being a part of an inclusive team of public servants, please consider the following opportunity.

The Written Examination is scheduled as follows (subject to change):

Written Examination:

Week of September 13, 2021.

PURPOSE

DEVELOPMENT CENTER:

Provide customer service and clerical support for the Department of Neighborhood Services (DNS) Development Center, serving as receptionist, permit specialist, and assistant cashier.

ENVIRONMENTAL SECTION:

Provide customer service and clerical support for the Department of Neighborhood Services (DNS) Commercial Code Enforcement Division, including scheduling inspections; processing information, data, and records related to inspections; and maintaining office organization.

ESSENTIAL FUNCTIONS

DEVELOPMENT CENTER:

RECEPTIONIST AND CLERICAL SUPPORT

- Perform receptionist duties, including providing information to both internal and external callers and walk-in customers.
- Provide clerical support, including retrieving and maintaining microfilms, processing open records requests, handling and distributing mail, routing permits and plans, and handling conditional occupancies.

PERMIT APPLICATION PROCESSING

- Review, approve, and process various permit applications not subject to plan examination review, including electrical; heating, ventilation, and air conditioning (HVAC); plumbing; certificates of occupancy; windows; and siding. Answer questions regarding permits via the phone and in person.
- Prepare records for archiving and forward records to City Records, including verifying records and correcting permit data.

CASHIERING

- Process permits and fees and handle other transactions using the Development Center cashiering system.
- Complete close of day balancing of deposits, and import financial information using the PeopleSoft Financial Management Information System (FMIS).

ENVIRONMENTAL SECTION:

INSPECTION-RELATED CUSTOMER SERVICE

- Schedule appointments, updating inspectors and communicating with owners regarding license inspection appointments, Fire Prevention Permits, and other inspections provided by the Commercial Code Enforcement Division.
- Answer and route phone calls related to fire inspections, complaints, and license inspections provided by the division.
- Identify and maintain files regarding records and reports received for commercial buildings, rooming house licenses, hotels, swimming pools, campgrounds, mobile home parks, dry cleaners, massage establishments, billboards, covered openings, projection signs, and similar programs operated by the division.
- Create records for pool construction permits, asbestos permits, and masonry cleaning permits.

OFFICE ORGANIZATION

- Organize the office and set up procedures for maintaining records and files.
- Develop step-by-step manuals regarding office procedures and divisional programs.
- Oversee and train summer interns.
- Type documents and maintain spreadsheet data.

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 Office Assistant III must be able to stand and walk as well as perform light physical work, including exerting up to 10 pounds of force to lift and move objects.

MINIMUM REQUIREMENTS

1. **One year of office support experience coordinating and working on a variety of clerical assignments related to the essential functions listed above.**

Equivalent combinations of education and experience may be considered.

IMPORTANT NOTE: To receive credit for related college coursework, college transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application or sent via email to staffinginfo@milwaukee.gov. Applications without transcripts attached are considered incomplete and may be rejected. Unofficial copies are acceptable; however, your transcripts must be legible and include your name, the college name, the degree completed (if applicable), and the degree completion date.

DESIRABLE QUALIFICATIONS

DEVELOPMENT CENTER:

- Cashiering experience.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

TECHNICAL

- Knowledge of clerical and customer service best practices.
- Proficiency using standard computer applications, including the Microsoft Office Suite, to create documents, use spreadsheets, manage databases, and generate reports.
- Ability to read and interpret job-related documents such as policies and procedures, permit applications, and reports.
- Knowledge of mathematics and attention to detail to be able to accurately perform cashiering duties (*Development Center*).
- Ability to file accurately and maintain record keeping systems.

COMMUNICATION AND INTERPERSONAL

- Ability to provide excellent customer service to the public.
- Written communication skills to be able to compose clear correspondence, step-by-step procedure manuals, and other documents.
- Verbal communication skills to be able to convey information clearly and courteously to internal and external customers alike.
- Ability to remain positive and calm when customers behave in a difficult manner.
- Interpersonal skills to be able to work effectively and cooperatively with managers, employees, and staff from other City departments.
- Ability to work effectively in a team environment, including the ability to work cooperatively with those whose backgrounds may differ from one's own.

ORGANIZATIONAL AND PROFESSIONALISM

- Ability to work independently with minimal supervision.
- Ability to effectively organize, prioritize, and complete work assignments accurately within deadlines.
- Ability to exercise judgment, discretion, and tact in handling departmental matters.
- Honesty, integrity, professionalism, and the ability to maintain confidentiality.

CURRENT SALARY

The current starting salary (PAY RANGE 6FN) is \$34,717 annually, and the resident incentive salary for City of Milwaukee residents is \$35,758 annually. Appointment will be made in accordance with the provisions of the salary ordinance.

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <http://city.milwaukee.gov/Benefits>.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE – The examination will be held as soon as practical after **Friday, August 20, 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. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

NOTE: *The first step in the selection process is a written test for all applicants who meet the minimum qualifications. Candidates who pass the written test will be invited in score order to take a proficiency exam in Microsoft Word, Excel, and Outlook (Version 2010); candidates who pass the proficiency exam will be placed on the eligible list.*

ADDITIONAL INFORMATION

- APPLICATIONS and further information can be accessed by visiting www.jobapscloud.com/MIL.
- 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

EEO 602

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