

OFFICE ASSISTANT III

Recruitment #1903-0479DC-001

List Type	Transfer/Promotional
Requesting Department	DEPT OF EMPLOYEE RELATIONS
Open Date	3/20/2019 10:50:00 AM
Filing Deadline	4/10/2019 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 Certification and Workforce Planning Coordinator, the Office Assistant III is the initial contact for visitors to the Department of Employee Relations and provides essential customer service and administrative support to the public and to internal departments.

ESSENTIAL FUNCTIONS

- Greet and assist walk-in visitors such as job-seekers, officials, meeting attendees, interviewees and employees.
- Use a multi-line telephone system to receive calls, answer general questions, and route callers to the appropriate personnel.
- Assist walk-in job seekers with information on current openings and with completing the online application in JobAps.
- Monitor pre-placement activities of new hires, including creating a log and tracking individuals who have accepted job offers from city departments; monitor and save pre-placement test results, and communicate preplacement status with hiring managers.
- Accept deliveries and collect and sort incoming mail.

- Process and route personnel action forms and notices of temporary appointment to appropriate personnel.
- Assist the certification unit with I-9 processing by accepting and scanning documentation provided by new employees.

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. 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 coordinating and working on a variety of clerical assignments related to the essential functions listed above.

Equivalent combinations of education, training and experience may also be considered.

IMPORTANT NOTE: College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. 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 clerical and administrative procedures and office management practices.
- Interpersonal skills, including the ability to maintain effective working relationships with all levels of staff.
- Customer service skills, including the ability to provide excellent service to employees, officials, and the public.
- Oral communication skills to be able to convey information clearly and effectively.
- Ability to work in a team environment and to maintain good working relationships with multi-cultural members of the public, coworkers and employees from other city departments.
- Ability to maintain confidentiality regarding all work activities.
- Ability to multi-task and remain organized to meet varying deadlines regularly.
- Ability to use spreadsheet software and databases to perform data entry.
- Ability to accurately maintain numerical and alphabetical filing systems.

- Ability to interact with the public with tact and diplomacy.

CURRENT SALARY

THE CURRENT STARTING SALARY (PAY RANGE 6FN) for City of Milwaukee residents is **\$34,717** annually and the non-resident starting salary is **\$33,865** 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 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 may be accessed by visiting, <http://city.milwaukee.gov/jobs>.

- 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

EEO 602

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