



PLEASE POST

CITY OF MILWAUKEE
Department of Employee Relations
City Hall, Room 706

Transfer/Promotional Opportunity for
OFFICE ASSISTANT III
Assessor's Office

PURPOSE: Performs clerical work that requires a thorough understanding of administrative procedures, attention to details, independent judgment, and customer service skills. The Office Assistant III assists the Assessor's Office in the performance of all major functions necessary to administer the City's Assessment Program in a manner that assures public confidence in our accuracy, productivity, and fairness.

ESSENTIAL FUNCTIONS:

- ◆ Review and screen real estate transfer returns for valid and invalid transactions.
- ◆ Verify and update owner name and mailing address using computer files and transfer returns then record information on transfer returns as required.
- ◆ Record address changes as required by taxpayers or as requested by assessor's office.
- ◆ Assist in receptionist duties, such as answering telephones and assisting walk-in customers when required.
- ◆ Aid in discovery, listing and verification of business ownership and location of all businesses in City of Milwaukee.
- ◆ Prepares and assists in the compilation and completion of various reports, correspondence, procedures, forms, and schedules using computers and related software programs.
- ◆ Assists in coordinating operations of office, including cross-training other staff as appropriate.
- ◆ Process/distribute incoming mail.
- ◆ Oversees and participates in the maintenance of established systems for data, filing, records, and report management.
- ◆ Composes and types a variety of standard correspondence and form letters and statistical and financial statements requiring research of department files and records.
- ◆ Provides customer service assistance to a wide variety of customers both over the telephone and in person.
- ◆ Operates a variety of standard office equipment, such as computers, printers, copiers, and fax machines in the completion of daily responsibilities.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Current status as a regularly appointed City of Milwaukee employee, having passed the probationary period for the current position held.
2. Four years of office experience related to the essential functions listed above.
 - **NOTE:** Job-related coursework from an approved college or business school may be substituted for up to six months of the experience requirement. Proof of coursework or transcripts must be provided prior to participating in the evaluation process.
 - **NOTE:** College transcripts are required and must be received within three business days after the application period closes. Copies of transcripts must be submitted with application -OR- sent to staffinginfo@milwaukee.gov or to Department of Employee Relations, City Hall, Room 706, 200 E. Wells St., Milwaukee, WI 53202 (Student copies are acceptable.). Only applications with transcripts will be

Office Assistant III (Assessor's Office)

considered; applications without transcripts will be rejected.

3. One year of the above experience must have been at the Office Assistant II level with the City of Milwaukee.
Equivalent non-City experience may be substituted, month-for-month, for up to six months of this requirement.

KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS:

- ◆ Ability to provide a high level of customer service.
- ◆ Ability to use interpersonal skills to maintain good working relationships with multi-cultural public, coworkers, supervisors, and other city departments.
- ◆ Ability to communicate orally in order to convey information effectively.
- ◆ Ability to maintain confidentiality regarding all work activities.
- ◆ Ability to multi-task and meet varying deadlines regularly.
- ◆ Ability to perform basic math calculations.
- ◆ Ability to accurately maintain numerical and alphabetical filing systems.
- ◆ Ability to coordinate and direct the work activities of a small group engaged in performing clerical tasks.
- ◆ Ability to write and prepare grammatically correct memos, letters, and general correspondence.
- ◆ Ability to read and understand work related documents.
- ◆ Skill in the use of Microsoft Word and Excel.

SALARY: The current starting salary (6FN) is \$34,717 annually for City of Milwaukee residents. The non-resident starting salary is \$33,865 annually.

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 Assessor's Office 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 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/promotional opportunities.*

APPLICATION PROCEDURE:

- Applications can be obtained from the Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202, by calling (414)286-3751, or by visiting www.milwaukee.gov/jobs.
- Applications and transcripts should be returned to: Jeff Harvey, Human Resources Representative, Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202 by **August 22, 2014**. Receipt of applications may be discontinued any time after that date.