



**TRANSFER/PROMOTIONAL OPPORTUNITY**

**OFFICE ASSISTANT III**

**Department of Neighborhood Services – Court Section**

**PURPOSE:**

- The Office Assistant III provides clerical support to the Court Section of the City of Milwaukee Department of Neighborhood Services. The Office Assistant III assists the Court Administrative Manager, Program Assistant II, Special Enforcement Court Inspectors, and other support staff.

**ESSENTIAL FUNCTIONS:**

- Creation, preparation and assembly of DNS court summons.
- Court case creation and court calendar maintenance in the Municipal Court Case Automated Tracking System (CATS).
- Prepare summons and citations for delivery to the City Attorney.
- Update Neighborhood Services System (NSS) database at each stage of court enforcement. Upon litigation of summons or citation a referral is also created for the respective inspector and DNS inspection fees reviewed or added.
- Serve as an impartial witness, performing notarial acts as are allowed or required by law in the DNS Court Section.
- Act as a sworn party on mailing and proof of service affidavits for summons and citation service, by way of the United States Postal Service.
- Answer citizen inquiries and forward calls to the appropriate person or agency.
- Review and assemble approved citations.
- Receive and log citizen complaints into NSS database using judgment and department knowledge to choose appropriate division for response.
- Distribute court summons and citations to Special Enforcement Court Inspectors or for contracted Process Service in a timely manner.
- Maintain court files throughout each stage of court enforcement for ease of retrieval.
- Research Accurint database upon request.

*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 employee of the City of Milwaukee having passed the probationary period for the current position held.
2. Four (4) years of office experience including one (1) year at an Office Assistant II level or higher. *Note: job-related coursework may be substituted for up to six months of experience requirement.*

**NOTE:** College transcripts are required and must be received within three business days after the application period closes. College transcripts may be either attached to the application; **OR**, sent to Box OAI, Department of Employee Relations, Room 706, City Hall, 200 E. Wells St, Milwaukee, WI 53202; **OR**, e-mailed to [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov). Student copies are acceptable.

3. Eligible to become a Wisconsin Notary Public within three months of hire. *Note: To be eligible you*

## ***Office Assistant III (DNS, Court Section)***

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*cannot have been convicted of any felony or of any misdemeanor involving violating the public trust.*

### **DESIRABLE REQUIREMENTS:**

- High School diploma or GED.
- Computer training with knowledge of word processing, database and spreadsheet software.

### **KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Knowledge of principles and practices of providing customer service.
- Knowledge of mathematics and the ability to make accurate calculations.
- Knowledge of computers, including Microsoft Windows, database, word processing, and spreadsheet software.
- Skill in creating documents such as routine correspondence, spreadsheets and reports using Microsoft Word and Excel software.
- Computer keyboarding skills and the ability to learn and use departmental software applications.
- Organizational skills, including the ability to maintain multiple filing systems.
- Ability to listen well and communicate effectively with culturally diverse individuals, both in person and over the telephone.
- Ability to read and understand documents such as court documents, forms, correspondence, and reports.
- Ability to manage a high level of detail with accuracy.
- Ability to handle multiple assignments to accomplish work.
- Ability to coordinate and direct the work activities of a small group engaged in performing clerical tasks.
- Honesty and integrity and the ability to maintain confidentiality.

### **SALARY (6FN):**

- The current starting salary is \$34,373 for City of Milwaukee residents. The non-resident starting salary is \$33,865.

**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 Department of Neighborhood Services – Court Section 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: The City's residency requirement as set forth in City Charter 5-02 is under litigation. If you have questions regarding your individual circumstances as part of the application and/or selection process, please contact 286-2105.*

### **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 286-3751, or by visiting [www.milwaukee.gov/jobs](http://www.milwaukee.gov/jobs).
- Applications should be returned to: Lindsey O'Connor, Human Resources Analyst, Senior, Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202 by **April 4, 2014**. *Receipt of applications may be discontinued any time after that date.*