

PLEASE POST



## TRANSFER/PROMOTIONAL OPPORTUNITY

### OFFICE ASSISTANT III

(CONSUMER ENVIRONMENTAL HEALTH)



#### PURPOSE:

The Office Assistant III supports the Consumer Environmental Health Division (CEH) of the City of Milwaukee Health Department (MHD). The Office Assistant III processes license payments for a variety of establishments, performs data entry, receives complaints and answers inquiries from licensees and consumers, and performs other miscellaneous assignments. This position has frequent and daily contact with various business owners and the public. Some licensees are non-English speaking. The work location is the Zeidler Municipal Building, 841 North Broadway, 3<sup>rd</sup> Floor.

#### ESSENTIAL FUNCTIONS:

##### 60% PAYMENT PROCESSING/ CUSTOMER SERVICE

- Collect payment (checks, cash, credit card) and process using cash register.
- Append data into the CEH database system and create a record.
- Generate the accounting form to process payment, forward necessary paperwork to accounting and the Environmental Health Specialists (EHS) for approval.
- Perform daily accounting to reconcile cash register receipts.
- Resolve changes made by operators on license renewals by generating memos to EHS to verify status.
- Send letter to operators to resolve incorrect fees paid on renewals.
- Answer inquires, take complaints and forward calls to the appropriate person or agency.
- Distinguish between routine food illness complaints and those that should be routed to management.
- Assist with the operation of a Department hot line during flu season, outbreaks or other emergencies if necessary.

##### 25% DATA ENTRY

- Enter and update facility records, computer data and manual files for food, weights and measures, convenience store security, fire safety inspections, lab reports, and correspondence.
- Enter and file inspection staffs' daily reports.
- Type plan review letters for Plan Examiner. Enter information into the DCD Plan Tracking system.
- Perform dynamic queries of the database as needed.

##### 15% OTHER RESPONSIBILITIES

- Perform reception duties on a rotating basis for the main Health Department call center.
- Research DMV database for operator vitals, which are needed in issuing citations.
- Sort and distribute mail and paperwork from inspection staff and process as needed.
- Provide general word processing assistance for Division staff.
- Act as back up support for Program Assistant I, and perform other duties as requested.

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

#### REQUIREMENTS:

1. Current status and at least 3 months of experience as a regularly appointed employee of the City of Milwaukee.
2. Four years of office support experience, including at least one year of experience at an Office II.

**NOTE:** Job-related coursework from an accredited college or business school may be substituted for up to six months of the experience requirement. Copies of transcripts should be submitted with the application. Student copies are acceptable.

#### DESIRABLE QUALIFICATIONS:

- High School Diploma or (GED)
- Bilingual in Spanish, Hmong, Russian or other language is desirable.

#### KNOWLEDGES, SKILLS ABILITIES AND OTHER CHARACTERISTICS:

- Ability to use spreadsheet and word processing software and web-based applications.
- Ability to read and comprehend oral instructions.

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- Written communication skills; ability to handle basic correspondence and reports.
- Ability to perform basic mathematics.
- Ability to maintain confidentiality.
- Interpersonal skills and ability to communicate with individuals from diverse backgrounds.
- Accuracy in data entry.
- Planning and organizational abilities.
- Ability to lift 10 lbs.
- Ability to provide administrative support to a multi-disciplinary team.
- Customer service skills, both in person and via the telephone, including the ability to remain calm when dealing with upset customers.
- Ability to operate a cash register and handle various forms of payment, including cash, checks and credit cards.
- Ability to learn about food-related illnesses.

**The Current Salary Range (425):** \$1,302.50 to \$1,440.92 bi-weekly

**THE SELECTION PROCESS** will be job related and will consist of one or more of the following: an evaluation of related education, training, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations and the hiring department 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.

**APPLICATION PROCEDURE:**

Candidates must submit a completed City of Milwaukee application which can be obtained in person or by mail from the City of Milwaukee, Department of Employee Relations, Room 706, City Hall, 200 E. Wells Street, Milwaukee WI 53202-3554, by visiting our web site at [www.milwaukee.gov/jobs](http://www.milwaukee.gov/jobs), or by calling 414-286-3751.

Each applicant must submit an application and letter of interest. 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). Your letter of interest should explain how your education and experience qualify you for the position and why you are seeking the assignment.

Applications should be returned to: **Phyllis Tessner, Human Resources Analyst Senior, at Zeidler Municipal Building, 841 North Broadway, Third Floor, by December 20, 2010**. Receipt of applications may be discontinued any time after that date.

If you have questions about this Office Assistant III position, please contact Kevin Hulbert, Environmental Health Program Supervisor at 286-5747.