

TRANSFER/PROMOTIONAL OPPORTUNITY

OFFICE ASSISTANT IV

**DPW OPERATIONS DIVISION -
ENVIRONMENTAL SERVICES**

PURPOSE: The person in this position provides administrative support to urban forestry managers, including performing data entry and work progress reports, maintaining personnel records, and carrying out general office duties. This is a critical personnel support position for a large district field office.

ESSENTIAL FUNCTIONS:

- Maintains personnel records, payroll processing, timecards using the time entry system, absence analysis calendars, time owed and allowed, vacation schedules, sick leave requests, and accident reports.
- Maintains up to date work progress reports for personnel, equipment, materials, and work orders under the direction of the district manager.
- Processes, expedites and forwards calls regarding complaints, inquiries and requests for service from the general public, DPW Call Center, Common Council, City managers, and other City departments.
- Receives, records and dispatches emergency alerts for service due to inclement weather conditions.
- Maintains an accurate log of Forestry and ME Equipment for hours used, breakdowns, and bi-weekly maintenance schedules.
- Composes and produces letters, memos, reports, and other documents using multiple types of office equipment.
- Performs other related administrative duties as assigned.

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

MINIMUM REQUIREMENTS:

- Current status and at least three months of experience as a regularly appointed employee of the City of Milwaukee.
- Four years of progressively responsible clerical experience performing duties related to this position, with at least one year at the Office Assistant III level. Other titles at the Office Assistant III level (PR 425) performing similar functions will be also be considered.

***NOTE:** Equivalent combinations of education and experience may also be considered. For example, job-related coursework from an accredited college or business school may substitute for a portion of the office experience requirement. Transcripts or proof of coursework must be provided prior to employment interview.*

***NOTE:** Office Assistant IIs with four years of experience, including at least one year at the II level, may apply to underfill the position at the III level. After one year at the III level, the person may be promoted to the IV level.*

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Knowledge of general office practices and procedures.
- Oral and written communication skills.
- Fast and accurate keyboarding skills.
- Ability to use word processing and spreadsheet software at an intermediate level.
- Customer service skills, both in person and over the telephone.
- Ability to work effectively and harmoniously with others at all levels.
- Ability to work independently.
- Ability to plan, organize and prioritize work.
- Ability to cope with frequent interruptions and changing priorities.
- Ability to produce accurate work under tight deadlines.
- Ability to scrutinize documentation and draw attention to errors or omissions that need to be addressed.

THE CURRENT SALARY RANGE (445) IS: \$36,902-\$40,836 annually with excellent benefits.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of training, experience and accomplishments, written test, interview, or other assessment methods. The Department of Employee Relations and the Department of Public Works reserve the right to call only the most qualified candidates to performance tests or personal interviews. Information from the selection process will be used to make hiring decisions. The selected candidate will be transferred or promoted to the position.

All completed applications should be returned to the Department of Employee Relations by June 11, 2010.