

PROGRAM ASSISTANT I

Recruitment #1805-0488DC-001

List Type	Transfer/Promotional
Requesting Department	DER - OPERATIONS DIVISION
Open Date	5/1/2018 1:45:00 PM
Filing Deadline	5/22/2018 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 Test Administration Coordinator, the Program Assistant I is responsible for the scheduling, preparation, and monitoring of civil service written and performance tests, including test administration (written and performance tests), scoring and candidate communication. The Program Assistant I also monitors vacancies of non-sworn positions and maintains metrics related to selection timeframes and quality.

ESSENTIAL FUNCTIONS

- Calculate and verify scores for civil service written, structured interview, performance, and training and experience examinations. Enter and review all entries of scores and any information regarding the disposition of applicants into the JobAps test management and applicant tracking system. Email rejection, examination date and results notices to candidates.
- Monitor general City and non-sworn vacancies by tracking requisitions. Track all timeframe and quality metrics for staffing division testing. Run reports from position management system and ensure the analysts are aware of the status of vacancies for customer departments.
- Locate candidate conviction records using the databases available to Staffing Services and prepare and route the conviction review sheet; determine and

apply veteran's preference points to candidates scores based upon Civil Service Commission (CSC) Rules. Check applicant records for requests for test accommodations and accompanying document. Administer tests requiring accommodations. Review examination scores and application information prior to finalizing eligible list. Check applications for prior City employment.

- Perform clerical support to the testing unit, including making copies, receiving and sending faxes and creating and updating files. Run applicant and examination related reports using the JobAps test management and applicant tracking system.
- Schedule, administer, and monitor written and performance civil service examinations.
- Serve as a backup for the Testing Administrator in his/her absence

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.

CONDITIONS OF EMPLOYMENT

The Program Assistant I must be willing and able to do the following:

- Must be able to work extended work days (up to 12 hours) on one or more days per week and/or on weekends in order to administer performance and written examinations.
- Ability to transport test materials weighing an average of 20 pounds.
- Ability to ambulate to respond to candidate test inquiries within a test setting, while maintaining confidentiality.

MINIMUM REQUIREMENTS

1. Regular status as City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
2. Four years office support experience performing duties closely related to this position including both customer service and data entry/analysis.

Equivalent combinations of education and experience may be considered

3. Valid driver's license at time of appointment and throughout employment.

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

- Ability to maintain situational awareness to monitor a group of up to 50 test candidates and/or smaller groups taking performance examinations, including checking candidates in and out of the testing site and answering candidates' questions.
- Ability to maintain absolute attention to detail in scoring, calculating and verifying scores for Civil Service exams, applying Veterans' Preference points, tracking requests for accommodation(s), running applicant and examination reports in the test management database and sending communications to candidates.
- Ability to learn and accurately apply City Service Commission Rules and processes.
- Ability to effectively organize, prioritize, and schedule multiple tasks in order to meet deadlines for completion.
- Ability to accurately enter applicant test scores and other information.
- Ability to write clear and concise correspondence to candidates and other city departments.
- Ability to communicate orally in a clear and concise manner to a diverse group of candidates and other City departments.
- Ability to perform basic mathematical calculations and understand basic statistical processes.
- Ability to use Microsoft Office at an intermediate level.
- Ability to learn and use the JobAps test management and applicant tracking system.
- Ability to maintain confidentiality of test content, candidate information, and test scores.
- Ability to effectively control large groups of candidates.
- Ability to provide customer service to a diverse group of candidates, DER staff members, and other City departments.
- Ability to work cooperatively and effectively with coworkers and citizens whose backgrounds may differ from one's own.
- Ability to exhibit exemplary professionalism.

CURRENT SALARY

The current salary range (Pay Range 5EN) for City of Milwaukee residents is \$40,501-\$46,724 annually, and the non-resident salary range is \$39,507-\$45,577. *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 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 can be accessed by visiting www.jobaps.com/MIL.

- 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 in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

EEO 501

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

Click on a link below to apply for this position:

Fill out the Application NOW using the Internet.



