

PROGRAM ASSISTANT II

Recruitment #2112-0489DC-002

List Type	Transfer/Promotional
Requesting Department	ASSESSORS OFFICE
Open Date	12/21/2021 4:15:00 PM
Filing Deadline	1/12/2022 11:59:00 PM
HR Analyst	Jeff Harvey

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INTRODUCTION

**** THIS POSITION IS OPEN TO CURRENT CITY OF MILWAUKEE EMPLOYEES ONLY. ****

PURPOSE

The Program Assistant II (PA II) supports the Board of Review (BOR) as Clerk Pro Tem and the Board of Assessors (BOA) by preparing schedules, reports and materials for assessment appeals.

ESSENTIAL FUNCTIONS

Board Administration Support

- Assist the BOR by scheduling hearings, posting meeting notices, creating and mailing documents to the taxpayer/representative, recording proceedings, preparing and distributing Board determinations, and maintaining all records.
- Accept, verify, and log assessment appeals by maintaining and updating the related computer databases.
- Prepare for BOA meetings by preparing the Action by the Board of Assessors (ABBA) and objection reports, reserving meeting rooms, posting meeting notices, and distributing copies of the reports.
- Answer inquiries and requests regarding BOR and BOA hearings, denials, appeals, postponements, and cancellations.

General Office Administration

- Prepare and distribute annual reports and prepare special reports.
- Prepare transcripts, affidavits, exhibits, and other documentation for the City Attorney's Office when writs are served.

We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

MINIMUM REQUIREMENTS

1. Regular status as a City of Milwaukee employee, having successfully completed a probationary period for a civil service position, or status as a City of Milwaukee employee in a fixed term position.
2. Four years of administrative support experience performing duties related to the position.

Equivalent combinations of education and experience may be considered. For example, an associate degree in business administration, finance, or legal studies PLUS two years of experience as described under # 2, above, is considered equivalent.

IMPORTANT NOTE: To be given credit for college coursework, college transcripts are required, which must be received by the application period closing date. Transcripts should be attached to the online application or sent as an attachment to staffinginfo@milwaukee.gov (include the job title in the subject line). Applications without transcripts attached may be considered incomplete and may be rejected. Unofficial copies are acceptable; however, the transcripts must be legible and include the school name, applicant name, degree completed (if applicable), and date completed.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

TECHNICAL

- Knowledge of administrative support best practices.
- Ability to read and interpret job-related documents, such as instructions, policies and procedures, and reports.
- Knowledge of the English language, including proper sentence structure, grammar, and punctuation.
- Written communication skills to be able to proofread documents and produce clear and concise business correspondence.
- Ability to use Microsoft Office to produce documents and reports.
- Ability to learn and use the PeopleSoft Human Capital Management (HCM) system and other enterprise systems.
- Ability to perform accurate data entry.
- Ability to make accurate calculations to execute various functions such as reading assessment values, corrections and stipulations during BOR meetings and double checking data on documents for department records.
- Ability to effectively utilize office equipment, including telephones, computers, copiers, and fax machines.

CUSTOMER SERVICE, INTERPERSONAL, AND TEAMWORK

- Ability to serve customers, such as departmental staff, residents, representatives of City departments and outside contractors, with tact and diplomacy.
- Ability to build and maintain effective working relationships with managers and coworkers.
- Ability to work cooperatively in a team-oriented environment with people whose backgrounds may differ from one's own.

ORGANIZATIONAL AND PROFESSIONALISM

- Organizational skills to maintain accurate records.
- Time management skills to complete assignments in a timely manner.
- Ability to solve problems satisfactorily and exercise sound judgment.
- Attention to detail and ability to perform work accurately.
- Coping skills to be able to remain calm under adverse conditions and in sensitive situations.
- Honesty, integrity, and the ability to maintain confidentiality regarding all work-related matters.

CURRENT SALARY

The current annual starting salary (Pay Range 5FN) is \$42,539 and the current resident incentive starting salary for City of Milwaukee residents is \$43,815. *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 Assessor's Office reserves the right to call only the most qualified candidates to oral exams, 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 or who have status as a City of Milwaukee employee in a fixed term 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.jobapscloud.com/MIL.
- 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.