

PROGRAM ASSISTANT III-DNS

Recruitment #2103-0490DC-001

List Type	Transfer/Promotional
Requesting Department	DEPT OF NEIGHBORHOOD SRVCS
Open Date	4/8/2021 3:00:00 PM
Filing Deadline	4/30/2021 11:59:00 PM
HR Analyst	Marti Cargile

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INTRODUCTION

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

PURPOSE

The Program Assistant III (PA III) administers the contract clean-up program for private residential and commercial properties.

ESSENTIAL FUNCTIONS

Contract Clean-Up Program Administration

- Receive individual non-compliant orders from inspectors and supervisors and process each into work assignment packages for the contractors.
- Administer the daily transfer of work to the contractors and the finished product from the contractors. Conduct a visual and functional assessment of each returned project to determine that each assignment was completed per the timelines established in the contract.
- Prepare correspondence regarding violations, rectify violations, hold contractor payment as needed, enforce contract penalty provisions such as fines and/or bonding, and recommend disqualification of contractors for non-compliance.

Payment Processing

- Maintain contract and billing documentation. Enter vouchers and process payments to contractors in the Financial Management Information System (FMIS). Dispute invoices as needed. Monitor compliance with City's prompt payment ordinance.
- Answer property owner and tenant concerns about items removed and billing disputes. Make recommendations regarding financial adjustments to the divisional manager as appropriate. Provide appeal information related to unresolved issues.

Quality Control Field Work

- Conduct field quality control of contractor performance; analyze and resolve disputes related to contractor performance.
- Coordinate with the Special Enforcement Division and Milwaukee Police Department Nuisance Abatement Officers when emergency situations arise at properties when contractors attempt clean-up.

Lead Worker Duties

- Function in a lead worker capacity for the administrative support work group.

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.

CONDITIONS OF EMPLOYMENT

***** The Program Assistant III is considered essential staff during the current public health emergency. *****

- The PA III performs moderately demanding physical work, exerting up to 50 lbs. occasionally, up to 20 lbs. frequently, and up to 10 lbs. often.
- In addition, the PA III must be able to walk, stand, stoop, push, and pull.
- The PA III performs field work outdoors and is subject to exposure to all kinds of weather.

MINIMUM REQUIREMENTS

1. Regular status as a City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
2. Associate degree in business administration, management, construction technology, property management, or a related field from an accredited college or university.
3. Three years of administrative support experience.
4. Valid driver's license and availability of a properly insured personal automobile at the time of employment and throughout employment (*car allowance provided*).

Equivalent combinations of education and experience may be considered.

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

- Ability to learn the Department of Neighborhood Services (DNS) clean-up order process, including inspections, order administration, and abatement strategies.
- Ability to conduct quality control of contractor performance in the field.
- Knowledge of administrative support best practices.
- Ability to read and interpret job-related documents such as policies and procedures, ordinances, and contracts.
- Proficiency using Microsoft Office, especially Excel and Access, to manage correspondence, reports, and data.
- Skill in using the Financial Management Information System (FMIS) to enter vouchers and process payments.
- Knowledge of mathematics; ability to make accurate calculations to execute various functions such as payment processing.
- Written communication skills to be able to produce clear and concise correspondence and reports.

Customer Service, Interpersonal, and Teamwork Skills

- Customer service skills to be able to share information and work politely with contractors, business owners, and the public.
- Ability to confidently and tactfully address concerns from irate customers.
- Interpersonal skills; 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.
- Ability to serve in a lead worker capacity for the administrative support work group.

Organizational Skills and Professionalism

- Organizational, planning, and project coordination skills to be able to effectively prioritize and accomplish tasks within tight deadlines.
- Ability to show initiative, solve problems satisfactorily, and exercise sound judgment.
- Attention to detail.
- Honesty and integrity.

CURRENT SALARY

The current starting salary (Pay Range 5IN) is \$47,779 annually, and the resident incentive starting salary for City of Milwaukee residents is \$49,213. *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 Neighborhood Services 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 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.
- 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.