

PROGRAM ASSISTANT I

Recruitment #2002-0488DC-002

List Type	Transfer/Promotional
Requesting Department	DEPT OF NEIGHBORHOOD SRVCS
Open Date	2/11/2020 09:45:00 AM
Filing Deadline	3/6/2020 11:59:00 PM
HR Analyst	Marti Cargile

INTRODUCTION

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

PURPOSE

The Program Assistant I performs multifaceted administrative functions to support various Department of Neighborhood Services (DNS) outreach programs, as well as provides back-up executive level support to the DNS Commissioner and other managers.

ESSENTIAL FUNCTIONS

COORDINATION OF OUTREACH ACTIVITIES:

- Coordinate outreach events and activities for the Landlord Training, Tenant Training, and Anti-Graffiti programs, including setting training schedules, reserving sites, handling registrations, conducting advertising, securing guest presenters, and completing mailings for DNS outreach programs.
- Enter, track, monitor, and report on graffiti complaints, advisories, orders, and abatement for the Anti-Graffiti Program using the Land Management System (LMS).
- Maintain the outreach database, including coordinating event staff coverage and tracking events.
- Field inquiries for the outreach section; resolve complaints or refer them to appropriate DNS staff.
- Assist with data collection, program documentation, and report and grant application preparation.
- Perform data entry and monitor training attendance related to employee certifications.
- Periodically review training program materials, and make recommendations for corrections and improvements.
- Provide information to the public regarding landlord and tenant laws and anti-graffiti initiatives, including attending community meetings and related events on evenings and weekends.

EXECUTIVE-LEVEL SUPPORT TO DNS ADMINISTRATION:

- Assist with the review, prioritization, and referral of correspondence addressed to the DNS Commissioner. Monitor assignments made by Commissioner's Office to ensure a timely response.
- Receive and screen the Commissioner's incoming communication via phone and private voice mailbox.
- Assist with the coordination and reconciliation of travel arrangements for the Commissioner and accompanying staff.
- Perform property research, and manage the processing of requests for exemptions and modifications to the vacant building registration as well as variances to building and fire codes.
- Collect inspection results and research permits, and manage the processing of requests for temporary certificates of occupancy.

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:

- Flex the schedule to be able to work some evenings and weekends as departmental needs dictate.
- Exert up to 10 pounds of force occasionally to lift and move objects.

MINIMUM REQUIREMENTS

1. Regular status as City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
2. Four years of progressively responsible administrative support experience performing duties closely related to this position.
3. Valid driver's license and availability of a properly insured personal automobile for use on the job at the time of employment and throughout employment (car allowance provided).

Equivalent combinations of education and experience may be considered. Related post-secondary education, such as business administration coursework from an accredited school, may be substituted for up to one year of the experience requirement. For anyone seeking to have coursework considered, transcripts are required, which must be received by the application period closing date. Transcripts should be attached to the online application. 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.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of principles and practices of office administration, including customer service, records management, and meeting and travel coordination.
- Ability to read and understand work-related documents.

- Knowledge of proper English language conventions, including spelling, grammar and punctuation, to be able to write and edit correspondence.
- Skill in producing routine correspondence, spreadsheets, and reports using standard software programs, as well as the ability to enter data accurately and maintain databases.
- Ability to learn and use specialized departmental software applications.
- Ability to assist with the compilation of statistical data and report creation.
- Listening, oral communication, presentation, and facilitation skills.
- Ability to exhibit patience and professionalism and exercise good judgment when working with colleagues, elected officials, outside agencies, landlords, and citizens.
- Ability to work cooperatively and effectively with people whose backgrounds may differ from one's own.
- Ability to maintain physical and electronic filing systems.
- Ability to manage complex processes with accuracy and attention to detail.
- Ability to effectively organize and prioritize tasks in order to meet deadlines for completion.
- Honesty, integrity, and the ability to maintain confidentiality.

CURRENT SALARY

The current salary range (Pay Range 5EN) is \$40,501-\$46,724 annually, and the resident incentive salary for City of Milwaukee residents is \$41,716-\$48,125. *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.
- 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.