

PROGRAM ASSISTANT I

Recruitment #1504-0488NR-001

List Type Transfer/Promotional

Requesting Department DER - OPERATIONS DIVISION

Open Date 4/16/2015

Filing Deadline 5/6/2015 11:59:00 PM

HR Analyst Lindsey O'Connor

PURPOSE

Under the direction of the Test Administration Coordinator, Test Administration, works as part of a two person team in DER's test administration unit, responsible for the scheduling, preparation, and monitoring of civil service written and performance tests. Scores, verifies, compiles, and enters scores from civil service examinations in (JobAps) applicant tracking/test management software.

ESSENTIAL FUNCTIONS

- Schedule, prepare, administer, and monitor written and performance civil service examinations.
- Score and verify scores for civil service written, oral board, performance, and training and experience examinations.
- Run applicant and examination related reports using the JobAps test management and applicant tracking system.
- Email rejection, examination date, and results notices to candidates.
- 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 on CSC Rules.
- Check applicant records for requests for test accommodations and document requests; make recommendations for and administer tests requiring accommodations.
- Carefully enters and reviews all entries of scores and any information regarding the disposition of applicants into the JobAps test management and applicant tracking system.
- Review examination scores and application information prior to finalizing eligible list.
- Check applicants for prior City employment.
- Review archived records and make additions and deletions based on specific requests.
- Announce examinations and review applications for examinations as assigned.
- Prepare and send eligible list survey letters/abolish letters to candidates.
- Assist in administering and compiling job analysis questionnaires and results.
- JobAps administration.
- Act as assistant back-up administrator for the JobAps test management and applicant tracking system.
- Prepare and send referrals for transfer/promotional opportunities.

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

- Occasional nights and weekends are required to ensure all exam administrations are properly staffed.

MINIMUM REQUIREMENTS

1. Current status as a regularly appointed employee of the City of Milwaukee, having passed the probationary period for the current position held.

Program Assistant I (Employee Relations, Test Administration)

2. Four years of progressively responsible office support experience performing duties closely related to this position, with at least one year of experience equivalent to or above the level of a City of Milwaukee Office Assistant III (e.g. performing difficult and diverse clerical work requiring independent judgment, using advanced features of software applications to produce complex documents, and working on special projects).
 - *Equivalent combinations of education and experience may also be considered. For example, two years of college with coursework in human resources, business administration, public administration, communications, or a closely related field from an accredited college or university may be substituted** for part of the experience requirement.*
 - *****A transcript must be submitted by the application deadline in order to receive an education substitution. The transcript must include your name, the school name, the classes taken with credits awarded and degree and date awarded, if applicable. Copies of official transcripts are acceptable.*****

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of 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 math 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 transport boxes of test material weighing an average of 25 pounds.

CURRENT SALARY

THE CURRENT SALARY RANGE (5EN) is \$40,501 annually for City of Milwaukee residents. The non-resident annual salary is \$39,507.

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 Relations 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 non-probationary City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process will be considered. Individuals with exempt, provisional, temporary or emergency appointments are not eligible for transfer/promotional opportunities.*