



**TRANSFER/PROMOTIONAL OPPORTUNITY  
PROGRAM ASSISTANT I  
Milwaukee Health Department**

**PRIMARY FUNCTION:**

The Program Assistant I position, assigned to the Disease Control and Environmental Health Division of the Milwaukee Health Department, works with computer consultants in developing, maintaining, and managing the Division's database (licensing portion); works with management in creating new policies, procedures, and data collection methods and making recommendations for same; compiles and analyzes data used in reports and spreadsheets; serves as the assistant to the Program Manager; is accountable for the use and reconciling of a cash register and credit card terminal used in the collection and disbursement of license fees; and performs all duties of the Office Assistant III as needed.

**ESSENTIAL FUNCTIONS:**

**Technical Responsibility in the Disease control and Environmental Health Division**

- Determine the type of license and fees required for each required license or inspection
- Provide advanced technical assistance to Environmental Health Specialists
- Work with programming consultants to develop, maintain, and troubleshoot the licensing portion of the division's licensing database
- Provide training as needed to division staff
- Maintain data in division's database system in order to create a record/generate account form
- Query the database and analyze data used in calculating the amount of money needed to reimburse contract agreement agencies from the monies collected on their behalf
- Determine and facilitate remedial action in problem areas
- Perform daily accounting to balance cash register receipts as needed
- Oversee the distribution and completion of work by the Office Assistants

**Customer Service - Licensing Fees and Collections**

- Provide technical assistance to customers (via telephone and in-person)
- Determine the fees due, based on complex fee structures for each license or inspection
- Coordinate license application with other city and state agencies
- Collect payment (checks, cash, and credit card); Process payment in cash register

**Operational Responsibility - Data Collection, Analysis, Reimbursements and Reporting**

- Maintain and operate the division's filing system
- Process and file vending machine reports
- Track and input fire inspection data into the Department of Neighborhood Services (NSS) database Create reports to resolve delinquent licenses
- Write and maintain a database instruction and training manual (licensing portion)
- Perform complex database queries and analyze the results through the preparation of computerized statistical tables and spreadsheets for management
- Act as the lead contact and problem solver for licensing related issues

**OTHER FUNCTIONS:**

- Perform other duties as assigned.

**SUPPLEMENTAL INFORMATION:**

This position involves a great deal of responsibility, requiring independent judgment, and problem solving skills; handling large sums of money; dealing with a variety of customers and problems arising from these contacts; and understanding and retention of many policies and procedures governing licensing. Records are of a confidential nature.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) Of 1990.*

**MINIMUM REQUIREMENTS:**

1. Current status and at least three (3) months as a regularly appointed employee of the City of Milwaukee.
2. Four (4) years of progressively responsible administrative/office support experience, with at least one (1) year of experience at the Office Assistant III level or above.  
**Note: equivalent combinations of education and experience may be considered.**
3. Additional training or education beyond High School in business, office management or related area *is preferred*.

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:**

- Good oral and written communication skills.
- Computer and keyboarding skills to include a working knowledge of current software applications (i.e., PeopleSoft, Microsoft Work, Excel and database programs).
- Ability to use a cash register and credit card terminal with general accounting skills in their use.
- Ability to direct and organize staff; Willingness to work as a team and be open to other's suggestions; Good listening skills.
- Ability to work in a multi-disciplinary and multi-cultural environment and to maintain good working relationships with other support staff, inspectional and supervisory employees, and the public.
- Ability to plan and prioritize work, recommending changes to improve and streamline office procedures or processes.
- Ability to work under pressure of deadlines and adapt to change.
- Accurate and thorough.

**CURRENT SALARY (PR 460)** is: \$39,507 - \$44,277 annually with excellent benefits.

**THE SELECTION PROCESS** will be job related and will consist of one or more of the following: an evaluation of related training, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations and the hiring department 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.

**APPLICATION PROCEDURE:**

- Applications may be obtained from the Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202, by calling 286-3751 or by visiting [www.milwaukee.gov/jobs](http://www.milwaukee.gov/jobs).
- **Applications should be returned to: Ms Phyllis Tessner, Human Resources Analyst – Sr., Milwaukee Health Department, 841 N Broadway, 3<sup>rd</sup> Floor, Milwaukee WI 53202, by Friday, March 12, 2010. Receipt of applications may be discontinued any time after that date.**