



TRANSFER/PROMOTIONAL OPPORTUNITY

PROGRAM ASSISTANT II Department of City Development

THE BASIC PURPOSE of this position is to Issue permits for work in the public way and permits for work on one and two-family homes; and undertake projects to improve permit processing procedures and technology.

ESSENTIAL FUNCTIONS:

The following duties are shared with other Permit Technical Specialists:

- Assign addresses for new lots, parcels and land divisions; generally in association with building permit applications.
- Maintain address records by CADD data entry and by hard copy.
- Verify legal descriptions of submitted surveys.
- Process applications, issue, and calculate fees for permits that do not require State certification including:
 - 1 and 2 family HVAC, fence, siding, and foundation repair permits.
 - Plumbing permits.
 - Commercial HVAC and fire protection/fire suppression permits, in accordance with plan review letter.
 - Permits in the public way (occupancy, excavation, restoration, sewer connection, driveway approach, utility, over side loads, building moving, sidewalk cafes, and bicycle locker rentals.
 - Water service.
 - Fire hydrant permits.
 - Deferred water main charge applications.
- Maintain permits record files.
- Distribute caps and wrenches.
- Serve walk-in and telephone customers seeking information regarding addresses, water service, applications and permits.
- Complete assessment of building projects prior to construction plan check-in.
- Evaluate applications for Family Day Care Homes.
- Create electronic applications to improve permit processing.
- Provide training to other Program Assistants in duties relating to permit processing technology.
- Write and periodically revise procedures relating to permit processing technology.
- Serve as liaison to plan examination staff, Development Center manager, contractor's organizations and consultants on issues relating to permit processing technology.
- Represent the Development Center in intra-and inter-departmental teams exploring issues related to permit processing technology.
- Perform other duties as assigned.

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

MINIMUM REQUIREMENTS:

- Current status and at least three months of experience as a regularly appointed employee of the City of Milwaukee.
- Four years of progressively responsible clerical experience performing duties related to this position, with at least one year at the Office Assistant III level.

NOTE: *Equivalent combinations of education and experience may also be considered. For example, job-related coursework from an accredited college or business school may substitute for a portion of the office experience requirement. The Department of Public Works will require that transcripts or proof of coursework must be provided prior to employment interview.*

Program Assistant II (DCD)

- Residence in the City of Milwaukee at time of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:

Familiarity with City of Milwaukee permitting processes.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Ability to read, understand and interpret plans, drawings, surveys technical specifications and City ordinances.
- Ability to clearly communicate technical information accurately to customers and inspectors.
- Knowledge of general office practices and procedures.
- Oral and written communication skills.
- Ability to use a variety of computer applications, including databases and word-processing.
- Outstanding customer service skills, both in person and over the telephone.
- Ability to work effectively and harmoniously with others at all levels.

THE CURRENT SALARY RANGE (530) IS: \$41,495 - \$46,975 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 test, 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:

You may obtain an application as follows: 1) in person or by mail from the City of Milwaukee, Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee WI 53202-3554, 2) by visiting our web site at www.milwaukee.gov/jobs, or 3) by calling 414.286.3751.

*You should return your completed application to Judith Allen, Resource and Administration Manager / Department of City Development / 809 N Broadway / Milwaukee, WI 53202 by **January 14, 2011.** Receipt of applications may be discontinued any time after that date. Note: A resume does not substitute for the required application; however, you may attach one if you wish.*