



Department of Employee Relations
City Hall, Room 706
200 E. Wells Street, Milwaukee, WI 53202-3554
(414) 286-3751 FAX (414) 286-0203 TDD (414) 286-2960

Friday, March 7, 2025

Dear Rafael

You have passed the examination for YARD ATTENDANT. Your test score is 88.46, which includes any applicable Veteran's Preference points, and your name has been placed on the eligible list with a rank of 6.

However, you are subject to a pending criminal charge(s) which is substantially related to the job of YARD ATTENDANT. According to Wis. Stats. 111.335 (1) (c), "... it is not employment discrimination because of arrest record to refuse to employ or license, or to suspend from employment or licensing, any individual who is subject to a pending criminal charge if the circumstances of the charge substantially relate to the circumstances of the particular job or licensed activity."

Your name will be placed on hold and will not be referred for YARD ATTENDANT positions as long as the charge is pending. After the case has concluded, please forward the final disposition documentation to staffinginfo@milwaukee.gov or to the Staffing Division, Department of Employee Relations, Rm. 706, 200 E. Wells Street, Milwaukee, WI 53202, ATTN: Certification. Upon review of the final disposition, our staff will make a determination regarding whether your name will remain on the eligible list. It is your responsibility to provide this documentation. Please keep in mind that eligible lists may last up to two years, and may be extended for up to two additional years.

You may appeal the above action by filing a written appeal, including the basis upon which the appeal is made, to the City Service Commission, City Hall, Rm. 706, 200 E. Wells Street, Milwaukee, WI 53202, ATTN: Elizabeth Moore, by email to: elmoor@milwaukee.gov or by phone at 414-286-3398. The appeal must be received by the Commission no later than ten calendar days after this notification was mailed.

City of Milwaukee
Department of Employee Relations

YARD ATTENDANT

'Drop Off Center Attendant' Recruitment #2411-104761-001

List Type	Original
Requesting Department	DPW - OPERATIONS
Open Date	12/18/2024 11:30:00 AM
Filing Deadline	1/10/2025 11:59:00 PM
HR Analyst	Adriana Monroy

INTRODUCTION

The City of Milwaukee is proud to employ a diverse workforce that is committed to providing exemplary service to the City's residents. If you have a passion for being a part of an inclusive team of public servants, please consider the following opportunity.

PURPOSE

The Yard Attendant ("Drop Off Center Attendant") staffs two Department of Public Works (DPW) Sanitation Services Drop Off Centers. The Yard Attendant greets customers, verifies eligibility for site usage, screens and categorizes vehicle loads, and provides direction to customers at the entrance gate.

Drop Off Center Locations:
North: 6660 North Industrial Road
South: 3879 West Lincoln Avenue

ESSENTIAL FUNCTIONS

Drop-Off Center Operations

- Assess the amount and type of material being disposed and enter details into a hand-held digital device.
- Identify and inspect waste materials to ensure acceptability and assess applicable charges.
- Provide guidance and direction and monitor customers' use of site, ensuring customers are separating and placing materials into the proper disposal areas.
- Inspect all Drop Off Center areas to determine if waste and recyclable materials are properly located.
- Retrieve improperly placed materials from waste containers and storage areas and move them to correct designated containers or areas on the site.
- Organize workflow and materials in the Drop Off Center.
- Clean and sweep the Drop Off Center yard.
- Operate forklift to load and unload pallets.

Customer Service

- Greet customers at the gate and verify proof of eligibility to use the Drop Off Centers. Screen vehicle and inspect material that residents bring for proper disposal. As applicable, explain basis for denial of entrance to customer based on ineligibility of user or unacceptable status of material.
- Determine if payment is required, the total amount due, and instruct residents where to proceed in the Drop Off Center for payment and unloading materials.
- Instruct customers on sorting requirements and proper placement of items.
- Direct heavy traffic in Drop Off Center, including residents' vehicles, City roll-off style dump trucks, and other commercial vehicles picking up materials for recycling or disposal or placing empty containers.
- Answer customer questions and provide proper instructions and directions.

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 Yard Attendant ("Drop Off Center Attendant") must be willing and able to do the following:

- Work weekends, irregular shifts, and shifts without two consecutive days off.
- Work outdoors in adverse weather conditions while standing and walking for up to 8 hours.
- Climb ladders and work at heights.
- Lift and carry 50 lbs. frequently and 100 lbs. occasionally.
- Visually differentiate objects that are close together, interwoven, of different color, and made of different material.
- Stay alert and aware of surroundings in a bustling work setting.

The preplacement medical requirements for this title include:

- Physical/lift test
- Audiogram
- Vision
- Non- DOT drug test

MINIMUM REQUIREMENTS

1. Eighteen years of age at the time of application.
2. One year of full-time equivalent customer service experience providing information to customers or responding to customer complaints or requests.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical

- Ability to learn the principles and processes for recycling and proper disposal.
- Ability to read, interpret, and apply work related documents and policies.
- Ability to effectively use equipment such as handheld devices and printers in order to enter, query, and manipulate data and to provide associated documentation.
- Ability to learn job-related databases and enterprise software.
- Ability to perform maintenance tasks, such as cleaning and sweeping.
- Ability to perform all functions in a safe manner.

Customer Service and Interpersonal

- Ability to communicate clearly, politely, and diplomatically with people whose backgrounds may differ from one's own.
- Verbal communication skills to convey information clearly and effectively to customers and coworkers.
- Ability to handle a high volume of customer inquiries while remaining composed and positive.
- Ability to establish and maintain effective relationships with the general public, departmental personnel, and elected officials.
- Ability to work independently and as part of a team.

Critical Thinking and Professionalism

- Ability to problem-solve and effectively address challenges.
- Ability to organize workflow to meet organizational demands.
- Professionalism and the ability to remain calm when working in stressful and often emotionally charged situations.
- Honesty, integrity, and ability to support responsible stewardship of City of Milwaukee resources.
- Ability to maintain situational awareness.

CURRENT SALARY

The starting salary (8DN) is **\$51,816** annually, and the resident incentive starting salary for City of Milwaukee residents is **\$53,370** annually. *Appointment will be made in accordance with the City of Milwaukee salary ordinance.*

BENEFITS

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Wisconsin Retirement System (WRS) Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Paid Parental Leave
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance

- Tuition Benefits
- Paid Vacation
- 12 Paid Holidays
- Paid Sick Leave and other paid leave
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <https://city.milwaukee.gov/der/benefits>.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of education, experience and/or responses to supplemental questions, a written or performance test, a structured interview, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to structured interviews and performance examinations. Structured interviews may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The selection process will be held as soon as practical after the deadline listed above. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the selection process components. Unless otherwise required by law, the City of Milwaukee will not provide alternative selection process dates or times. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

ADDITIONAL INFORMATION

- APPLICATIONS and further information may be accessed by visiting www.jobapscloud.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 at City Hall, 200 E. Wells St., Room 706, Milwaukee, WI 53202.

CONCLUSION

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The City of Milwaukee values and encourages diversity and is an equal opportunity employer.