

OFFICE ASSISTANT IV-MFD

Recruitment #2210-0480DC-003

List Type	Transfer/Promotional
Requesting Department	FIRE - SUPPORT SERVICES BUREAU
Open Date	11/11/2022 09:00:00 AM
Filing Deadline	11/25/2022 11:59:00 PM
HR Analyst	Aisha Hendree

INTRODUCTION

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

PURPOSE

The primary duty of the Office Assistant IV is to provide fire and emergency medical services (EMS) incident response records in accordance with the policies and procedures of the Milwaukee Fire Department (MFD) and external governing agencies.

ESSENTIAL FUNCTIONS

DOCUMENTATION AND REPORTING

- Utilize an electronic records management system to locate emergency incident response records for Emergency Medical Services (EMS) runs and fire runs, and provide records to requestor in accordance with Health Insurance Portability and Accountability Act (HIPAA) regulations, the Health Information Technology for Economic and Clinical Health (HITECH) Act, and the Wisconsin Open Records Laws.
- Manage report distribution, recording/logging of all requests and distributions, and billing processes for the above, including recording of payments received.
- Prepare correspondence and utilize spreadsheet software to record records distribution.
- Process former member (retiree) deaths, including directing family to proper resources (Firefighters Relief Association, Honor Guard, Employees' Retirement System, etc.), and providing notification of death and services to departmental personnel.
- Receive and distribute subpoenas and associated reports and forms to responsive personnel.
- Gather data for projects as requested by management personnel.
- Respond and review inquiries from entities such as insurance companies, attorneys, and private citizens, in accordance with HIPAA regulations, regarding billing and/or collections of patient accounts.

ADMINISTRATIVE DUTIES

- Answer the department's main phone line and assist at the service counter, directing callers, in-person customers, and personnel to the proper resources.
- Serve as back-up to the Office Assistant III-Reception, sort mail, and compile new hire packets, and perform duties associated with the cadet and recruit classes.

- Compile and prepare correspondence and/or documentation for attorneys or outside agencies as it relates to employees' injuries, both work- and non-work-related.
- Review and respond to inquiries from entities such as insurance companies, attorneys, and private citizens, in accordance with HIPAA regulations, regarding billing and/or collections of patient accounts; work directly with billing/collections agencies to ensure accuracy of billing/collections, processing of refund requests, processing of billing dispute requests, and auditing of same.

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.

MINIMUM REQUIREMENTS

1. **Regular status as a City of Milwaukee employee, having successfully completed a probationary period for a civil service position, or status as a City of Milwaukee employee in a fixed term position.**
2. **Three years of progressively responsible administrative support experience in an office setting performing duties related to this position.**

Equivalent combinations of education and experience may be considered.

NOTICE: *Please do not attach your academic transcripts to your employment application. The hiring department will verify candidates' education as part of the background screening process prior to extending any job offers.*

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

TECHNICAL

- Knowledge of administrative support and customer service best practices.
- Proficiency using standard applications including the Microsoft Office Suite to create documents, use spreadsheets, and generate reports.
- Proficiency with detailed electronic recordkeeping as well as hard copy filing.
- Ability to learn and effectively use specialized computer programs to process records requests.
- Proficient computer keyboarding skills.
- Ability to read and interpret job-related documents such as policies, procedures, and forms.

COMMUNICATION AND INTERPERSONAL

- Ability to provide excellent customer service, especially in sensitive situations when customers are upset.
- Written communication skills to be able to compose clear correspondence, create and complete forms, and produce other documents.
- Verbal communication skills to be able to convey information clearly and courteously to customers.
- Interpersonal skills to be able to work effectively and cooperatively with managers, other employees, staff from other City departments, and representatives from outside agencies.
- Ability to work effectively both independently and within a team environment.
- Ability to work cooperatively with those whose backgrounds may differ from one's own.

CRITICAL THINKING AND PROFESSIONALISM

- Ability to effectively organize, prioritize, and complete work assignments accurately within deadlines.
- Ability to be flexible in a fast-paced, changeable environment.

- Ability to pay close attention to details and work well under pressure.
- Problem-solving skills, initiative, and dedication to process improvement.
- Ability to exercise judgment, discretion, and tact in handling departmental matters.
- Honesty, integrity, professionalism, and the ability to maintain confidentiality.

CURRENT SALARY

The current salary range (Pay Range 6HN) is \$38,587-\$42,701 and the resident incentive salary range for City of Milwaukee residents is \$39,744-\$43,982. Appointment will be made in accordance with the City of Milwaukee 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, a written test, an interview, or other assessment methods. The Milwaukee Fire Department reserves the right to call only the most qualified candidates to oral exams, 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.

INITIAL FILING DATE – The selection process will be held as soon as practical after the deadline date 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. The applicant is responsible for attending all phases of the selection process at the time and place designated by the Department of Employee Relations and/or the hiring authority.

NOTE: Candidates must pass a Milwaukee Fire Department background investigation before hire.

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 or who have status as a City of Milwaukee employee in a fixed term 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.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 in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

EEO 603

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