



Department of Public Works  
Operations Division- Sanitation Services

**Jerrel Kruschke, P.E.**  
Commissioner of Public Works

**Danielle A. Rodriguez, M.B.A.**  
Director of Operations

**Rick Meyers**  
Sanitation Services Manager

February 13th, 2026

City Service Commission  
Department of Employee Relations  
City Hall, Room 706

RE: Request to Extend Temporary Appointment – Beilke, Lisa

Dear City Service Commissioners:

DPW Operations Division respectfully requests a one-year temporary appointment extension to the position of Program Assistant III for Lisa Beilke. The original temporary appointment began on November 24, 2025 and expires February 28, 2026. In anticipation of its expiration, I respectfully request that the temporary appointment be extended from March 1st, 2026 to March 1st, 2027.

The Fleet Operations Dispatch Office plays a critical role in daily operations by assigning routes, dispatching field mechanics, and coordinating communications for field staff. It is especially integral in organizing and communicating snow assignments during Snow and Ice Control operations. Lisa demonstrates strong organizational and administrative skills, along with the ability to effectively perform in customer-facing and fast-paced office environments both of which are essential to the Fleet Operations Dispatch Office. This extension will allow Lisa to continue to assist Fleet Operations during this transitional period as the section prepares for new staffing. This is the first extension request.

Thank you for your consideration. If you have any questions or concerns, please contact Makisha Porter, Operations Human Resources Administrator (x3255 or [mmporte@milwaukee.gov](mailto:mmporte@milwaukee.gov)).

Sincerely,

Danielle Rodriguez, M.B.A.  
Director of Operations

DAR:kod  
cc: Makisha Porter, Rick Meyers





Department of Employee Relations  
 200 E. Wells Street, Room 706  
 Milwaukee, WI 53202-3554



## NOTICE OF TEMPORARY APPOINTMENT

Rule IX, Section 2 of the Civil Service Rules allows a department to appoint a person to a position on a temporary basis. A temporary appointment may be appropriate when services are for a limited period, or during the leave of absence of an employee who plans to return to the service of the city. Therefore a temporary appointment is limited to a period of 90 days, unless an extension is authorized by the City Service Commission.

When making an employment offer for a temporary appointment, the appointing officer must submit this completed form to DER no later than the close of the pay period in which the temporary appointment has been made. All temporary appointees must meet the minimum requirements established for the position to which the individual is appointed.

**SEND COMPLETED FORM AND SUPPORTING DOCUMENTATION TO DER, CITY HALL, ROOM 706 OR [DERCERTIFICATION@MILWAUKEE.GOV](mailto:DERCERTIFICATION@MILWAUKEE.GOV)**

TEMPORARY APPOINTMENT / APPOINTEE DETAILS			
DEPARTMENT/DIVISION DPW - Ops - Administration	LAST NAME Beilke	FIRST NAME Lisa	INITIAL M
AUTHORIZED POSITION TITLE Program Assistant III	PAY RANGE 5JN	F&P COMMITTEE APPROVAL DATE N/A	REQUISITION # 11989
UNDERFILL TITLE (IF APPLICABLE) N/A	PAY RANGE N/A	WAS THE INDIVIDUAL HIRED FROM AN ELIGIBLE LIST? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No      If yes, Referral # N/A	
REASON FOR TEMPORARY APPOINTMENT <input type="checkbox"/> During Leave of Absence of an employee who is expected to return <input checked="" type="checkbox"/> To perform services of a temporary nature and for a limited period	EFFECTIVE DATE 3/1/2026	ANTICIPATED EXPIRATION DATE 3/1/2027	T.A. RATE OF PAY 2393.42
<b>ATTACH A COPY OF THE CURRENT JOB DESCRIPTION &amp; A RESUME IN ADDITION TO COMPLETING THE INFORMATION BELOW</b>			
PROVIDE AN EXPLANATION OF WHY THE TEMPORARY APPOINTMENT IS NEEDED:  Lisa will be assisting Fleet Operations in a transitioning period while the Section prepares for new staffing.			
EXPLAIN HOW THE INDIVIDUAL WAS SELECTED FOR THE APPOINTMENT, INCLUDING THE SELECTION PROCESS USED AND IF NOT FROM AN ELIGIBLE LIST, HOW THE INDIVIDUAL WAS IDENTIFIED AS A POTENTIAL TEMPORARY APPOINTEE:  Lisa has been a City of Milwaukee employee for over nine years, successfully serving in Office Assistant and Program Assistant roles throughout. In addition to her strong organizational and administrative skills, Lisa also excels in customer facing roles and in fast-paced office settings, which are both vital aspects of the overall function of the Fleet Operations Dispatch office.			
PROVIDE INFORMATION TO DEMONSTRATE HOW THE INDIVIDUAL MEETS THE MINIMUM REQUIREMENTS:			
TRAINING AND EDUCATION: High School Diploma - St. Francis High School - Saint Francis, WI Various Business Studies Courses (no degree) - MATC - Milwaukee, WI	WORK EXPERIENCE: Program Assistant - City of Milwaukee - DPW Operations - 2/2016 - Present Office Manager - Southern Cross Corporation - Peachtree City, GA - 8/2009 - 5/2016	OTHER REQUIREMENTS (i.e. LICENSES): N/A	
IS THIS INDIVIDUAL A CURRENT CITY OF MILWAUKEE EMPLOYEE? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	IF YES, CURRENT DEPARTMENT: DPW-Ops-Sanitation	CURRENT POSITION TITLE: Program Assistant I	EMPLOYEE ID NUMBER: 026589
IS THE INDIVIDUAL BEING GIVEN THIS TEMPORARY APPOINTMENT RELATED BY BLOOD OR MARRIAGE TO THE APPOINTING OFFICER, ANY MEMBER OF THE APPOINTING BOARD OR BODY, DIRECT SUPERVISOR, OR TO ANY ELECTIVE OF APPOINTEE CITY OFFICIAL? (Refer to CSC Rule VIII, Section 10 regarding nepotism.) <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes - Explain Relationship			
THIS TEMPORARY APPOINTMENT IS MADE IN ACCORDANCE WITH RULE IX, SECTION 2 OF THE CITY SERVICE COMMISSION AND IS LIMITED TO A PERIOD OF 90 DAYS UNLESS AN EXTENSION IS APPROVED BY THE COMMISSION.			
REPORTING OFFICER Makisha Porter	SIGNATURE 	TITLE Operations HR Administrator	DATE 2/12/20
APPROVING OFFICER Chuck Schumacher	SIGNATURE 	TITLE Operations Admin Manager	DATE 2/10/20
<b>THIS SECTION FOR DER REVIEW</b>			
DER REVIEW COMPLETED BY:	SIGNATURE	TITLE	DATE



Department of Employee Relations  
 200 E. Wells Street, Room 706  
 Milwaukee, WI 53202-3554



## TEMPORARY APPOINTEE STATEMENT OF UNDERSTANDING

Rule IX, Section 2 of the Civil Service Rules allows a hiring authority to appoint a person to a position on a temporary basis. A temporary appointment may be appropriate when services are for a limited period, or during the leave of absence of an employee who plans to return to the service of the city. Therefore a temporary appointment is limited to a period of 90 days, unless an extension is authorized by the City Service Commission.

**SECTION I. TO BE COMPLETED BY HIRING AUTHORITY – PLEASE TYPE OR PRINT LEGIBLY**

<b>APPLICANT NAME (last, first, middle)</b>		<b>DATE</b>
Lisa Beilke		2/28/2026
<b>POSITION TITLE</b>	<b>PAY RANGE</b>	<b>RATE OF PAY</b>
Program Assistant III	5JN	2393.42

**SECTION II. TEMPORARY APPOINTEE STATEMENT OF UNDERSTANDING**

I understand that if I am appointed to the position described above on a temporary basis, that I must meet the requirements for the position. I further understand that this temporary appointment may expire at any time and is limited to a period of 90 days, unless an extension at the request of the hiring authority is approved by the City of Milwaukee Civil Service Commission.

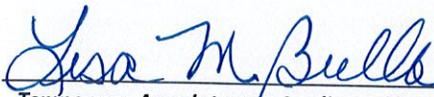
I understand that as a temporary appointee I am ineligible for paid holidays, sick leave, vacation or other benefits while serving on this temporary appointment, and that this temporary appointment shall not confer upon me any privilege of regular appointment. (Note: A current City of Milwaukee employee who accepts a temporary appointment to a different position retains his/her current benefits and civil service status).

I understand that if I wish to be considered for regular employment I must compete in a Civil Service examination for the position, and must pass the examination with a grade which shall place me among the top five scores on the eligible list in order to be eligible to interview for regular appointment to the position.

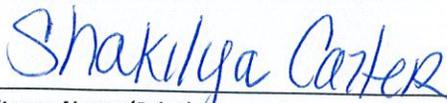
I understand that acceptance of a temporary appointment will not affect my rights to certification for permanent appointment to any position for which I am currently on an eligible list for.

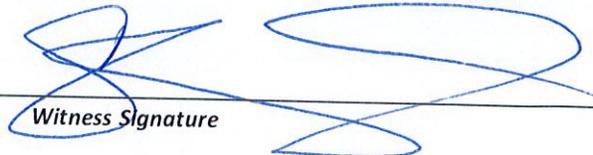
In accordance with Civil Service Rule VIII, Section 10, concerning nepotism, I hereby certify that I am not related, either by blood or through marriage, to the appointing officer or to any member of the appointive board or body or to any direct superior or to any elective or appointive City official. (This includes relative of both whole and half blood, and extends to persons as closely related as first cousins when the relationship is by blood, or more closely related than first cousins when the relationship is through marriage, and includes the cases of husbands of sisters-in-law and wives of brothers-in-law).

A Rule IX, Section 2, temporary appointee who is on an eligible list may be considered for future regular appointment when the appointee ranks among the certifiable highest eligible on the list, or compete in a future examination.

  
 Temporary Appointment Applicant Signature

2-13-26  
 Date Signed

  
 Witness Name (Print)

  
 Witness Signature

# LISA BEILKE

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## PROFESSIONAL SUMMARY

Dedicated administrative professional with successful experience in fast-paced office settings. Hardworking team player with expertise in completing various clerical tasks and offering staff support. Responsible, punctual and productive professional when working with little to no supervision.

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## WORK HISTORY

**Program Assistant, 02/2016 to Current**

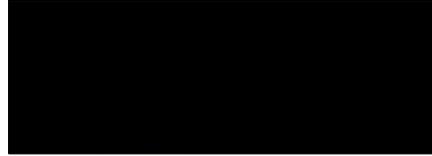
**City of Milwaukee Department of Public Works - Milwaukee, WI**

...

Answered multi-line phone system promptly and directed calls appropriately.

- Reviewed files, records and other documents to obtain information to respond to requests from constituents and City offices, Supervisors and Managers..
- Maintained confidentiality in handling sensitive information while performing administrative tasks.
- Create daily TeleStaff schedule and update with changes throughout the day.
- Input data into spreadsheets and databases such as the Central Daily Report, Scan Log, Vacation spreadsheets, Probation Tracker, and others.
- Resolve Cart Billing and San Scan work orders.
- Managed multiple tasks and met time-sensitive deadlines.
- Kept office supplies well organized and sufficiently stocked, placing orders promptly to replenish materials before depleted.
- Edited and proofread documents for accuracy and completeness and assist Supervisors and Managers when needed.
- Trained new staff on office procedures and practices for operational efficiency.
- Maintained inventory of carts, tools, yard supplies entering data to ensure timely order processing.
- Delivered friendly assistance with new hires, answering questions, directing to appropriate personnel and ensuring all forms and documents have been completed/submitted.
- Create and submit daily and monthly reports/documents such as cart inventories, warranty carts, frequency sheets, payroll report, truck changes cart billing and others.
- Wellness Champion duties such as registering employees to Wellness

## CONTACT



## SKILLS

- Effective problem resolution
  - Project management
  - Meticulous attention to detail
  - Effective communication skills
  - Personnel management
  - Committed team contributor
  - Administrative support
  - Efficient office supply coordination
  - Analytical thinking
  - Conflict management
-

Website, making appointments for Health Appraisals, Nicotine Cessation classes, upload necessary documents for Rewards points and teach employees how to utilize and optimize Wellness benefits. Also attend Champion seminars and meetings.

- Worked Snow Duty for 9 seasons, opening and closing, training employees new to working Snow Duty.
- Utilize Microsoft programs such as Word, Excel, and PowerPoint. Excel in City programs such as San Scan, TeleStaff, Map Milwaukee, City Time, Mint and others.
- Research addresses for information using San Scan, Assessor's site, Map Milwaukee, Google and others.
- Assist employees with Payroll Inquiries if needed.
- Assist employees with their PeopleSoft account, changing passwords, updating tax withholdings, completing Work Rules and printing needed paperwork. Assist employees with Open Enrollment, Voya and vacation requests.
- Create flyers, memo's and documents as requested by Supervisors, Managers and Yardstaff.
- Make route books, forms and keep City forms available for employee use.
- Other duties as requested.

#### **Office Manager, 08/2009 to 05/2016**

##### **Southern Cross Corporation - Peachtree City, GA**

- Provided exceptional customer service when addressing client inquiries or concerns via phone calls or email correspondence.
- Oversaw office inventory activities by ordering and requisitions and stocking and shipment receiving.
- Assisted in the recruitment process, conducting interviews and onboarding new employees to promote a seamless integration into the team dynamic.
- Supported department heads in accomplishing their goals through diligent administrative assistance such as report generation and data entry.
- Provided excellent customer service through attentive listening, empathetic communication, and efficient problem-solving during the scheduling process.
- Managed high call volume while maintaining professionalism and accuracy when gathering client information for appointment bookings.
- Directed dispatching, routing, and tracking of 10-15 fleet vehicles.
- Led training sessions for new staff on office procedures and company protocols and scheduled and ran Safety Meetings, researching safety data, creating handouts, tests and interactive games.
- 

#### **Package Delivery Driver, 06/1993 to 07/2009**

##### **United Parcel Service - Oak Creek, WI**

- Delivered packages to customer doorsteps and business offices.
- Completed on-time deliveries by choosing best and most efficient

routes.

- Demonstrated adaptability by adjusting delivery schedules according to changing weather conditions, traffic patterns, or client requests.
  - Answered common customer questions, accepted payments and completed paperwork at delivery and pickup locations.
  - Maintained clean driving record and observed relevant traffic laws to reduce risks.
  - Enhanced safety standards by conducting regular vehicle inspections to ensure proper maintenance and compliance with regulations.
  - Handled packages with care to prevent damage during transit, ensuring that all items arrived in the same condition as when they were initially picked up.
- 

## **EDUCATION**

**High School Diploma, 03/1981**

**St Francis High School** - Saint Francis, WI

**Some College (No Degree), Various Business Studies**

**MATC** - Milwaukee

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Department of Public Works  
Operations Division- Admin Services

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Director of Operations

**Chuck Schumacher**  
Finance and Administration Manager

February 13th, 2026

City Service Commission  
Department of Employee Relations  
City Hall, Room 706

RE: Request to Extend Temporary Appointment – Christopher, Patrice

Dear City Service Commissioners:

DPW Operations Division respectfully requests a one-year temporary appointment extension to the position of Program Assistant III for Patrice Christopher. The original temporary appointment began on November 24, 2025 and is schedule end February 28, 2026. In anticipation of its expiration, I respectfully request that the temporary appointment be extended from March 1, 2026 to March 1<sup>st</sup>, 2027.

Patrice has demonstrated strong competency and professionalism in performing administrative functions, bringing excellent organizational skills and proven effectiveness in customer-facing responsibilities that are essential to the overall operation of the Fleet Operations Dispatch Office. Additionally, Patrice continues to assist Fleet Operations during this transitional period as the section prepares for new staffing. The Fleet Operations Dispatch Office plays a critical role in daily operations by assigning routes, dispatching field mechanics, and coordinating all communications related to field staff assignments. Most notably, the office serves as an integral component in organizing and communicating snow assignments during Snow and Ice Control operations. This is the first extension request.

Thank you for your consideration. If you have any questions or concerns, please contact Makisha Porter, Operations Human Resources Administrator (x3255 or [mmporte@milwaukee.gov](mailto:mmporte@milwaukee.gov)).

Sincerely,

Danielle Rodriguez, M.B.A.  
Director of Operations

DAR:kod  
cc: Makisha Porter, Chuck Schumacher





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**SEND COMPLETED FORM AND SUPPORTING DOCUMENTATION TO DER, CITY HALL, ROOM 706 OR [DERCERTIFICATION@MILWAUKEE.GOV](mailto:DERCERTIFICATION@MILWAUKEE.GOV)**

TEMPORARY APPOINTMENT / APPOINTEE DETAILS			
DEPARTMENT/DIVISION DPW - Ops - Administration	LAST NAME Christopher	FIRST NAME Patrice	INITIAL A
AUTHORIZED POSITION TITLE Program Assistant III	PAY RANGE 5JN	F&P COMMITTEE APPROVAL DATE N/A	REQUISITION # 11989
UNDERFILL TITLE (IF APPLICABLE) N/A	PAY RANGE N/A	WAS THE INDIVIDUAL HIRED FROM AN ELIGIBLE LIST? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No      If yes, Referral # N/A	
REASON FOR TEMPORARY APPOINTMENT <input type="checkbox"/> During Leave of Absence of an employee who is expected to return <input checked="" type="checkbox"/> To perform services of a temporary nature and for a limited period	EFFECTIVE DATE 03/01/26	ANTICIPATED EXPIRATION DATE 03/01/27	T.A. RATE OF PAY 2393.42
<b>ATTACH A COPY OF THE CURRENT JOB DESCRIPTION &amp; A RESUME IN ADDITION TO COMPLETING THE INFORMATION BELOW</b>			
PROVIDE AN EXPLANATION OF WHY THE TEMPORARY APPOINTMENT IS NEEDED:  Patrice will be assisting Fleet Operations in a transitioning period while the Section prepares for new staffing.			
EXPLAIN HOW THE INDIVIDUAL WAS SELECTED FOR THE APPOINTMENT, INCLUDING THE SELECTION PROCESS USED AND IF NOT FROM AN ELIGIBLE LIST, HOW THE INDIVIDUAL WAS IDENTIFIED AS A POTENTIAL TEMPORARY APPOINTEE:  Patrice has been a City of Milwaukee employee for over two years, successfully serving in Office Assistant and Program Assistant roles throughout. In addition to her strong organizational and administrative skills, Patrice also excels in customer facing roles, which is a vital aspect of the overall function of the Fleet Operations Dispatch office.			
PROVIDE INFORMATION TO DEMONSTRATE HOW THE INDIVIDUAL MEETS THE MINIMUM REQUIREMENTS:			
TRAINING AND EDUCATION: Bachelor of Science - Criminal Justice (Political Science minor) - University of Wisconsin-Milwaukee - 2020	WORK EXPERIENCE: Program Assistant II - City of Milwaukee - DPW Operations - 9/2023 - Present Store Manager - Foot Locker - Milwaukee, Wisconsin - 5/2008 - 8/2023	OTHER REQUIREMENTS (i.e. LICENSES) N/A	
IS THIS INDIVIDUAL A CURRENT CITY OF MILWAUKEE EMPLOYEE? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	IF YES, CURRENT DEPARTMENT: DPW-Operations-Administration	CURRENT POSITION TITLE: Program Assistant II	EMPLOYEE ID NUMBER: 037389
IS THE INDIVIDUAL BEING GIVEN THIS TEMPORARY APPOINTMENT RELATED BY BLOOD OR MARRIAGE TO THE APPOINTING OFFICER, ANY MEMBER OF THE APPOINTING BOARD OR BODY, DIRECT SUPERVISOR, OR TO ANY ELECTIVE OF APPOINTIVE CITY OFFICIAL? (Refer to CSC Rule VIII, Section 10 regarding nepotism.) <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes - Explain Relationship			
THIS TEMPORARY APPOINTMENT IS MADE IN ACCORDANCE WITH RULE IX, SECTION 2 OF THE CITY SERVICE COMMISSION AND IS LIMITED TO A PERIOD OF 90 DAYS UNLESS AN EXTENSION IS APPROVED BY THE COMMISSION.			
REPORTING OFFICER Makisha Porter	SIGNATURE 	TITLE Operations HR Administrator	DATE 2-12-26
APPROVING OFFICER Chuck Schumacher	SIGNATURE 	TITLE Operations Admin Manager	DATE 2/11/26
<b>THE SECTION FOR DER REVIEW</b>			
DER REVIEW COMPLETED BY:	SIGNATURE	TITLE	DATE



Department of Employee Relations  
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## TEMPORARY APPOINTEE STATEMENT OF UNDERSTANDING

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**SECTION I. TO BE COMPLETED BY HIRING AUTHORITY – PLEASE TYPE OR PRINT LEGIBLY**

<b>APPLICANT NAME (last, first, middle)</b> Patrice Christopher		<b>DATE</b> 3/1/2026
<b>POSITION TITLE</b> Program Assistant III	<b>PAY RANGE</b> 5JN	<b>RATE OF PAY</b> 2393.42

**SECTION II. TEMPORARY APPOINTEE STATEMENT OF UNDERSTANDING**

I understand that if I am appointed to the position described above on a temporary basis, that I must meet the requirements for the position. I further understand that this temporary appointment may expire at any time and is limited to a period of 90 days, unless an extension at the request of the hiring authority is approved by the City of Milwaukee Civil Service Commission.

I understand that as a temporary appointee I am ineligible for paid holidays, sick leave, vacation or other benefits while serving on this temporary appointment, and that this temporary appointment shall not confer upon me any privilege of regular appointment. (Note: A current City of Milwaukee employee who accepts a temporary appointment to a different position retains his/her current benefits and civil service status).

I understand that if I wish to be considered for regular employment I must compete in a Civil Service examination for the position, and must pass the examination with a grade which shall place me among the top five scores on the eligible list in order to be eligible to interview for regular appointment to the position.

I understand that acceptance of a temporary appointment will not affect my rights to certification for permanent appointment to any position for which I am currently on an eligible list for.

In accordance with Civil Service Rule VIII, Section 10, concerning nepotism, I hereby certify that I am not related, either by blood or through marriage, to the appointing officer or to any member of the appointive board or body or to any direct superior or to any elective or appointive City official. (This includes relative of both whole and half blood, and extends to persons as closely related as first cousins when the relationship is by blood, or more closely related than first cousins when the relationship is through marriage, and includes the cases of husbands of sisters-in-law and wives of brothers-in-law).

A Rule IX, Section 2, temporary appointee who is on an eligible list may be considered for future regular appointment when the appointee ranks among the certifiable highest eligible on the list, or compete in a future examination.

Temporary Appointment Applicant Signature

2-17-26

Date Signed

Witness Name (Print)

Witness Signature

2/17/26

# PATRICE CHRISTOPHER

*A highly personable Administrative Assistant with extensive knowledge in criminal law, corrections, customer service and retail management. A fast learner who's able to multi-task and problem solve effectively, all while being a team player and striving for growth.*

## EXPERIENCE

SEPTEMBER 2023 TO PRESENT

### PROGRAM ASSISTANT II

CITY OF MILWAUKEE, MILWAUKEE, WISCONSIN

**Invoice Processing:** Maintain filing systems; Ensure proper account codes and methods to process invoices; research accounts by navigating through FMIS; Create, manage and maintain purchase and service orders; Encumber funds and complete contract modification orders; Maintain and administer petty cash funds.

**Operations:** Process property violations such as tall weed and grass, encroachments and other violations; Process and follow-up on City Attorney Claims; Document, file and maintain Auto Impacts'; Mail merge trash and recycling schedules; Create and maintain Interdepartmental Requisition & Invoices.

**Office Administration:** Provide backup support for other departments and teams; Maintain office efficiency; A warm welcoming presence to greet guests at the front desk; Provide confidential administrative support to division management; Promptly respond to inquiries from internal staff, contactors and/or residents; Complete daily violation notices from Forestry and Sanitation Dept.

MAY 2008 – AUGUST 2023

### STORE MANAGER

FOOTLOCKER, MILWAUKEE, WISCONSIN

**Daily operations:** Manage and assign daily store activities; Maintaining accuracy of multiple cash drawers; Confirming shipping, and receiving of merchandise; Ensure proper sales floor schematics are in place; Respond to customer questions and/or complaints; Research and develop new work methods and strategies; Partner with IT support for malfunctioning equipment; Enter work order request and follow up for completion; Collect and process customer payments; Promote the use of technology to advance the customer experience; Delegate activities and tasks; Trust but verify employee actions.

**Metrics:** Maintain all sales reporting; Compare metrics from previous years to determine how to adjust to current forecast; Understand how certain metrics correlate first hand to service or product and demand.

**Recruitment/Discipline:** Recruit and train all new/current associates; Keep employee records current and secured; Keep employees up to date on company standards and engaged with the business as well as our customers; Guide employees through new training standards; Direct employees on steps needed to complete a positive customer experience; Discipline when needed in private; Document actions and reinforce company policies; Supervised 30+ employees; Provide administrative support within the department.

**Time management:** Create work schedules; Conduct coaching sessions with the team to ensure adherence; Respond to customer questions and/or complaint with a sense of urgency; Follow-up with and report to district manager effectively on requests; Willingness to adjust schedule to fit the business.

**Inventory/Loss Prevention:** Evaluate packages; Determine quality before selling; Report and file a claim for any shipment discrepancies; Maintain and ship out all damaged merchandise; Complete employee bag checks; Monitor and report employees and customers who commit theft; Prepare and complete quarterly audits; Coordinate with mall security and/or MPD for theft support; Appear before judge to seek restitution for company loss; Prepare, file and forward billing invoices; Recommend new method to prevent company loss.

**Payroll:** Monitor hours and adjust when needed; Complete payroll close out weekly; Ensure all employees approve their timecards weekly promptly; Partner with HR personnel to adjust inconsistencies; Understand pay scale and the ability to explain pay scenarios to employees; Enter payroll data accurately and timely before deadline.

**Visual Marketing:** Follow visual guidelines and standards; Maintain a safe environment for employees and guests; Assisted with multiple Grand Openings and Store Closings in the Wisconsin and Illinois area; traveled to assist other store in the area with completing visual standards and inventory check inquiries.

**Community Outreach:** Connect with the community through donation programs to give back; Partner with the property manager to set up community rooms for events; set up stands outside of store front to recruit; managed multiple mass recruiting events at Southridge and Mayfair Mall (100+ in attendance).

● **Success Examples:**

- Sales Leadership Award-Footlocker Midwest Region 2017
- Team of the Year Award- Footlocker Midwest Region 2017
- Sales Leadership Award- Footlocker Midwest Region 2019
- Top Percent Gain Award- Footlocker Midwest Region 2019
- Top Dollar Gain Award- Footlocker Midwest Region 2019
- Obsess Over the Customer Award- Footlocker Midwest Region 2020
- Sales Leadership Award- Footlocker Midwest Region 2021

AUGUST 2022 – DECEMBER 2022

## PERSONAL CARE WORKER

SAFE HAVEN, MILWAUKEE, WISCONSIN

Maintain tidy home environment and wellbeing of client; Record and report any occurrences with the client in a timely manner; Participate in care coordination and staffing meetings; Comply with applicable laws and standards; Perform household chores including meal preparation; Assist with daily activities and hold positive conversations as well as emotional reassurance.

## EDUCATION

DECEMBER 2020

BACHELOR OF SCIENCE IN CRIMINAL JUSTICE, MINOR IN POLITICAL SCIENCE

UNIVERSITY OF WISCONSIN- MILWAUKEE

## SKILLS

- Compliance
- Microsoft proficient
- Cashflow planning and management
- Leadership skills
- Time management
- Exceptional oral and written communication
- Inventory control/ Audit skills

# JOB DESCRIPTION

## FOR DER USE ONLY

### Vacancy No.

City Service Commission:	Finance Committee:
Fire & Police Commission:	Common Council:

**Instructions:** Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

<b>1. Date Prepared/ Revised:</b>		<b>2. Present Incumbent:</b>		<b>Is incumbent underfilling position?</b>	
<b>3. Date Filled:</b>		<b>4. Previous Incumbent:</b>		YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	
				If YES, indicate Underfill Title in box 10.	
<b>5. Department:</b> Public Works, Dept. of			<b>Bureau:</b> <b>Division:</b> Operations		<b>Unit:</b> <b>Section:</b> Sanitation
<b>6. Work Location:</b> 841 N Broadway Rm 620			<b>Telephone:</b> 414-286-2542 <b>Email:</b>		<b>Work Schedule:</b> Hours: 8am – 4:45pm / Days: Mon-Fri
<b>7. Represented by a Union?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<b>8. Bargaining Unit:</b> Non-Mgmt/Non-Rep If in District Council 48, which local? None			<b>9. FLSA Status (check one):</b> <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt
<b>10.</b>	<b>Official Title:</b> Program Assistant III			<b>Pay Range</b>	<b>Job Code</b>
	<b>Underfill Title (if applicable):</b> Program Assistant II			5JN	
	<b>Requested Title (if applicable):</b>			5IN	
<b>Recommended Title (DER Use Only):</b>			<b>Approved by:</b>		
			<b>Date:</b>		

### 11. BASIC FUNCTION OF POSITION:

Conduct high level detailed and accurate administration of the City of Milwaukee municipal billing for snow and ice fees, solid waste fees, cart fees, and quarterly garbage service billing and collections.

### 12. DESCRIPTION OF JOB (Check if description applies to **Official Title** or **Underfill Title** ):

#### A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
40	<ul style="list-style-type: none"> <li>Administer solid waste, extra cart and snow and ice fees in strict accordance with City of Milwaukee ordinances. Conduct thorough review and impacts. Process billing changes and adjustments within EnQuesta and serve as liaison to Milwaukee Water Works for billing issues. Using MPROP, MAI, LMS and City Assessor's Office data, investigate inconsistencies in property recording for accurate billing. Answer resident questions and objections via phone, email or in person in relation to fees. Coordinate with Sanitation field staff to conduct investigations as needed. Assist Sanitation Management staff with questions regarding fees and providing resolutions.</li> </ul>
20	<ul style="list-style-type: none"> <li>Manage apartment garbage collection services. Create quarterly service billing invoices. Review payments submitted to the Treasurer's office for accuracy and delinquency, identify payments requiring manual entry. Research delinquent accounts for change of property owner. Annually submit delinquent account balances to the Comptroller's office to be added to the property taxes. Maintain updated record of apartment garbage customers, add additional customers to the database, and remove customers who discontinue service and distribute changes to Sanitation field offices. Answer customer questions, requests and complaints. Investigate causes of service interruptions. Work with Sanitation Supervisors to coordinate service issue resolutions.</li> </ul>
20	<ul style="list-style-type: none"> <li>Using MPROP, MAI and City Assessor's office data, investigate property designations from residential to commercial or vice versa for changes to garbage and recycling services allowed and provided. Adjust billing accordingly. Coordinate with field staff to coordinate appropriate service level for designation.</li> </ul>
10	<ul style="list-style-type: none"> <li>Maintain inventory records of garbage and recycling carts, rolloff boxes, top or rear load containers and litter cans. Advise management on inventory amounts and need for additional or replacements to meet the needs of the City.</li> </ul>

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.



iii. Certifications, Licenses, Registrations:

iv. Other Requirements:

Must be able to work extended hours, weekends, and holidays to accommodate snow and ice control assignments. Must be confidential and possess high ethical standards.

**13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED**

The Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

**G. PHYSICAL ACTIVITY OF THE POSITION:** (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

**CHECK ALL THAT APPLY:**

<input type="checkbox"/>	<b>Climbing:</b> Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
<input type="checkbox"/>	<b>Balancing:</b> Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
<input type="checkbox"/>	<b>Stooping:</b> Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
<input type="checkbox"/>	<b>Kneeling:</b> Bending legs at knee to come to a rest on knee or knees.
<input type="checkbox"/>	<b>Crouching:</b> Bending the body downward and forward by bending leg and spine.
<input type="checkbox"/>	<b>Crawling:</b> Moving about on hands and knees or hands and feet.
<input type="checkbox"/>	<b>Reaching:</b> Extending Hand(s) and arm(s) in any direction.
<input type="checkbox"/>	<b>Standing:</b> Particularly for sustained periods of time.
<input type="checkbox"/>	<b>Walking:</b> Moving about on foot to accomplish tasks, particularly for long distances.
<input type="checkbox"/>	<b>Pushing:</b> Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
<input type="checkbox"/>	<b>Pulling:</b> Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input type="checkbox"/>	<b>Lifting:</b> Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
<input type="checkbox"/>	<b>Fingering:</b> Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input type="checkbox"/>	<b>Grasping:</b> Applying pressure to an object with fingers and palm.
<input type="checkbox"/>	<b>Feeling:</b> Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input type="checkbox"/>	<b>Talking:</b> Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
<input type="checkbox"/>	<b>Hearing:</b> Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
<input type="checkbox"/>	<b>Repetitive Motions:</b> Substantial movements (motions) of the wrist, hands, and/or fingers.
<input type="checkbox"/>	<b>Driving:</b> Minimum standards required by State Law (including license).

**H. PHYSICAL REQUIREMENTS OF THE POSITION:** (List the physical requirements that are essential functions of the job.)

**CHECK ONE:**

<input type="checkbox"/>	<b>Sedentary Work:</b> Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting
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	most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
<input type="checkbox"/>	<b>Light Work:</b> Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
<input type="checkbox"/>	<b>Medium Work:</b> Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	<b>Heavy Work:</b> Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	<b>Very Heavy Work:</b> Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

**I. VISUAL ACUITY REQUIREMENTS:** (List the visual acuity requirements that are essential functions of the job.)

**CHECK ONE:**

<input type="checkbox"/>	<b>Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative:</b> This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
<input type="checkbox"/>	<b>Machine Operators, Mechanics, Skilled Tradespeople:</b> This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
<input type="checkbox"/>	<b>Mobile Equipment Operators:</b> This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	<b>Other:</b> This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

**J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:**

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work:** \_\_\_\_\_ %

**CHECK ALL THAT APPLY:**

<input type="checkbox"/>	<b>None:</b> The worker is not substantially exposed to adverse environmental conditions ( <i>such as typical office or administrative work</i> ).
<input type="checkbox"/>	<b>The worker is subject to inside environmental conditions:</b> Protection from weather conditions but not necessarily from temperature changes ( <i>i.e. warehouses, covered loading docks, garages, etc.</i> )
<input type="checkbox"/>	<b>The worker is subject to outside environmental conditions:</b> No effective protection from weather.
<input type="checkbox"/>	<b>The worker is subject to extreme cold:</b> Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to extreme heat:</b> Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to noise:</b> There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	<b>The worker is subject to vibration:</b> Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	<b>The worker is subject to hazards:</b> Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
<input type="checkbox"/>	<b>The worker is subject to atmospheric conditions:</b> One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
<input type="checkbox"/>	<b>The worker is subject to oil:</b> There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	<b>The worker is required to wear a respirator.</b>

**K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:**

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

**CHECK ALL THAT APPLY:**

<input checked="" type="checkbox"/>	Camera and photographic equipment	<input checked="" type="checkbox"/>	Office Equipment (desk, chair, telephone, etc.)
<input type="checkbox"/>	Cleaning supplies	<input checked="" type="checkbox"/>	Office supplies (pens, staplers, pencils, etc.)
<input type="checkbox"/>	Commercial vehicle	<input type="checkbox"/>	Packing materials (boxes, shrink wrap, etc.)
<input type="checkbox"/>	Data processing equipment	<input checked="" type="checkbox"/>	PC equipment (monitor, keyboard, printer, etc.)
<input type="checkbox"/>	Handcart	<input checked="" type="checkbox"/>	PC software

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<input type="checkbox"/> Hand tools <i>(please list):</i>
<input checked="" type="checkbox"/> Office Machines <i>(check all that apply):</i> <input checked="" type="checkbox"/> Copier <input checked="" type="checkbox"/> Facsimile <input checked="" type="checkbox"/> Calculator <input type="checkbox"/> Cash register
<input type="checkbox"/> Other <i>(please list):</i>

**L. SUPPLEMENTARY INFORMATION:** (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

Must be professional in appearance and conduct. Must be responsive to a diverse population of residents with care and concern to provide excellent service while maintaining city rules and regulations. Must be diplomatic, tactful and courteous.

**M. I believe that the statements made above in describing this job are complete and accurate.**



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*Signature of Department Head or Designated Representative*

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