

EMERGENCY COMMUNICATIONS HUMAN RESOURCES ASSISTANT

Recruitment #TBD

List Type	Transfer/Promotional
Requesting Department	DEPT OF EMERGENCY COMMUNICATIONS
Open Date	04/08/2022 08:00:00 AM
Filing Deadline	04/22/2022 11:59:00 PM
HR Analyst	Aisha Hendree

INTRODUCTION

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

PURPOSE

The Human Resources Assistant performs time entry and payroll processing, executes personnel transactions in the human resources management system (HRMS), and supports the Emergency Communications Human Resources Administrator for the Department of Emergency Communications (DEC).

ESSENTIAL FUNCTIONS

Payroll/Human Resources Management System (HRMS) Processing

- Edit, audit, and reconcile online time entry on a biweekly basis for DEC employees in accordance with applicable rules and policies. Complete online time adjustments for payroll errors, corrections, and separation payouts. Provide support to employees regarding time entry processing.
- Maintain employee information in HRMS and in personnel files, such as appointments, new employee data, sick leave, jury duty, promotions, transfers, discipline, retirements, and separations.
- Maintain oversight of members on military leave, including carrying out related notifications and payroll processing.
- Complete employment and wage verifications for loan and mortgage companies, attorneys, governmental agencies, and non-profit organizations; meet demand efficiently, especially during high volume periods.
- Update tax forms. Process shift changes and updates to employees' personal information.

Customer Service

- Assist employees with completing group life and pension beneficiary forms when life changes occur.
- Respond to questions from employees about health, dental, and life insurance benefits.
- Administer the city's Sick Leave Incentive Control Program (SLICP).
- Process the Tuition Benefit (Reimbursement) Program for the department.
- Provide back-up support to the Emergency Communications Financial Services Assistant.

Human Resources Support

- Support the work of the Emergency Communications Human Resources Administrator relative to selection processes, probationary reports, job descriptions, performance management, disciplinary actions, and recordkeeping, including proofreading, formatting, copying, and distributing documents.
- Compile and post reports.
- Assist with meeting planning and calendar management.

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 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. Associate degree in human resources management, business management, or a related field from an accredited college or university.
3. Two years of experience providing programmatic support to a human resources function or comparable business function such as payroll, employee relations, benefits, or leave administration.

Equivalent combinations of education and experience may be considered.

IMPORTANT NOTE: To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application or sent via email to staffinginfo@milwaukee.gov. Applications without transcripts will be considered incomplete and will be rejected. Your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.

DESIRABLE QUALIFICATIONS

- Experience using the City of Milwaukee's online time entry system.
- Experience using Oracles' Peoplesoft Human Resources Management System (HRMS).

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical

- Knowledge of customer service best practices.
- Knowledge of administrative support methods, systems, and terminology.
- Ability to efficiently use office equipment, such as telephones, computers, and copiers.
- Knowledge of time entry, personnel, and payroll processes.
- Ability to provide support to departmental leaders relative to human resources functions, including recruitment, selection, training, compensation, and benefits.
- Ability to read and understand job procedures, personnel policies, and ordinances.
- Knowledge of mathematics as it applies to payroll and time entry procedures.
- Ability to use the City of Milwaukee's online time entry system to edit, audit, and reconcile online time entry for departmental employees; ability to accurately calculate separation payouts.
- Ability to troubleshoot and resolve time entry and payroll issues.
- Ability to effectively use the Peoplesoft HRMS system in order to execute personnel transactions.
- Proficiency in using standard computer applications such as word processing, spreadsheet, and presentation.
- Ability to compile information and data to create reports.
- Ability to interpret and explain benefits, payroll deductions, and leave policies and procedures.

Communication/Customer Service/Interpersonal

- Verbal communication skills to be able to clearly share information with departmental employees.
- Customer service skills so as to provide courteous and empathetic service to internal customers.
- Written communication skills to be able to compose clear and concise correspondence and other documents.
- Skill in proofreading documents to ensure that they are publication-ready; knowledge of English language grammatical and punctuation conventions.
- Interpersonal and teamwork skills to be able to build effective working relationships with managers, fellow staff, and other contacts.
- Ability to work cooperatively and fairly with people whose backgrounds may differ from one's own.

Critical Thinking/Professionalism

- Ability to recognize and resolve problems.
- Organizational skills to be able to manage workflow and workspaces.
- Ability to handle multiple priorities and to work within tight time constraints.
- Attention to detail and the ability to perform work with a high degree of accuracy.
- Ability to exhibit exemplary professionalism and maintain composure regardless of frequent interruptions.
- Honesty, integrity, and the ability to maintain complete confidentiality.

CURRENT SALARY

The current salary range (Pay Range 5IN) is \$49,396-\$55,763 annually, and the current resident incentive salary range for City of Milwaukee residents is \$50,878-\$57,436 annually. 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 Department of Employee Relations 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 **Friday, April 22, 2022**. 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 hiring authority.

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 may be accessed by visiting www.jobapscloud.com/MIL.
- Applications and transcripts should be submitted no later than the deadline listed above.
- 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 501

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