



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

May 31, 2024

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

RE: Request to Retroactively Extend Temporary Appointment – Kenneth Jackson

Dear City Service Commissioners:

DPW Operations Division respectfully requests an additional Six-month temporary appointment extension to the position of Sanitation Supervisor for Mr. Kenneth Jackson. The original temporary appointment began on March 17, 2024 and will end on June 22, 2024. In anticipation of its expiration, I respectfully request that the temporary appointment be extended from June 23 thru December 21, 2024. This is the first extension request.

Mr. Jackson is currently a Sanitation Inspector. He was selected for the Temporary Sanitation Supervisor position from the Sanitation Supervisor eligible list. Sanitation Services utilizes the Temporary Sanitation Supervisor position to supplement for supervisors who are on extended leave or vacancies. We current have two vacancies and one supervisors out on extended leave.

Thank you for your consideration. If you have any questions or concerns, please contact Rick Meyers, Sanitation Services Manager (x2332 rmeyer@milwaukee.gov) or Makisha Porter, Operations Human Resources Administrator (x3255 or mmporte@milwaukee.gov).

Sincerely,

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

DAR:mmp
cc: Dan Thomas, Rick Meyers, Alan Kerr

JOB DESCRIPTION

FOR DER USE ONLY

Vacancy No.

City Service
Commission:
Fire & Police
Commission:

Finance
Committee:
Common
Council:

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

1. Date Prepared/ Revised: 2/05/2023		2. Present Incumbent:		Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> <i>If YES, indicate Underfill Title in box 10.</i>		
3. Date Filled:		4. Previous Incumbent:				
5. Department: Public Works, Dept. of			Bureau:			
			Division: Operations			
6. Work Location: Field Locations			Telephone:			
			Email:			
7. Represented by a Union? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			8. Bargaining Unit: Management, General City If in District Council 48, which local? None			
9. FLSA Status (check one): <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt						
10.	Official Title: Sanitation Supervisor			Pay Range	Job Code	EEO Code
				1AX	4370	103
	Underfill Title (if applicable):					
Requested Title (if applicable):						
Recommended Title (DER Use Only):				Approved by:		
				Date:		

11. BASIC FUNCTION OF POSITION:

This position supervises crews for refuse and recycling collection, street sweeping, leaf collection, snow plowing, ice control and various other duties as directed by the Sanitation Services Manager.

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
45	<ul style="list-style-type: none"> Supervise and coordinate refuse and recycling crews and other staff to ensure overall productivity of operations and that collection schedules are consistently maintained. Instruct and supervise staff to ensure collection schedules and customer service meet or exceed expectations
15	<ul style="list-style-type: none"> Represent the department by responding in person, by phone, and in writing to service inquiries and complaints from citizens and public officials
10	<ul style="list-style-type: none"> Coordinate equipment and personnel assigned to street cleaning, leaf collection and other sanitation activities, including special events such as festivals, fireworks, parades, sporting events, and neighborhood cleanups.
10	<ul style="list-style-type: none"> Monitor and utilize various web and computer applications, such as Automatic Vehicle Location (AVL) and Department of Public Works (DPW) work orders.
10	<ul style="list-style-type: none"> Perform various administrative functions using Microsoft Office, including compiling daily reports and preparing other ad hoc and periodic reports and writing letters, memos, and emails to managers, DPW leadership, elected officials, and citizens.
5	<ul style="list-style-type: none"> Educate residents on provisions of city ordinances and policies that govern solid waste and recycling operations.

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.

% of Time	ESSENTIAL FUNCTION

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
5	• Other duties as assigned by Sanitation management

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Sanitation District Manager

D. SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

Responsibilities are outlined by Sanitation District Managers. Daily work priorities are established in cooperation with Sanitation Area Managers. Independent decision making is required.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = 24.

Direct Supervision: List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

a. Assign duties b. Outline methods c. Direct work in progress d. Check or inspect completed work	e. Sign or approve work f. Make hiring recommendations g. Prepare performance appraisals h. Take disciplinary action or effectively recommend such	
Number Supervised	Job Title	Extent of Supervision Exercised <i>(Select those that apply from list above, a - h)</i>
18	Operations Driver Worker	a,b,c,d,e,h
6	City Laborer / Sanitation Laborer	a,b,c,d,e,h

F. MINIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)

- i. Education and Experience:
Bachelor's degree from an accredited college or university is desired. At least five years of field experience in municipal public works activities.
- ii. Knowledge, Skills and Abilities:
Ability to deal with the public, elected officials and to handle inquiries and complaints with tact and diplomacy. Good judgment in carrying out departmental policies. Good verbal and written communication skills.
- iii. Certifications, Licenses, Registrations:
Possession of a valid Wisconsin motor vehicle operator's license.
- iv. Other Requirements:
Ability to work long and irregular hours..

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.

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.

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"/>	Climbing: 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"/>	Balancing: 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"/>	Stooping: 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"/>	Kneeling: Bending legs at knee to come to a rest on knee or knees.
<input type="checkbox"/>	Crouching: Bending the body downward and forward by bending leg and spine.
<input type="checkbox"/>	Crawling: Moving about on hands and knees or hands and feet.
<input type="checkbox"/>	Reaching: Extending Hand(s) and arm(s) in any direction.
<input type="checkbox"/>	Standing: Particularly for sustained periods of time.
<input checked="" type="checkbox"/>	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
<input type="checkbox"/>	Pushing: 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"/>	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input type="checkbox"/>	Lifting: 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 checked="" type="checkbox"/>	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	Grasping: Applying pressure to an object with fingers and palm.
<input checked="" type="checkbox"/>	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	Talking: 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 checked="" type="checkbox"/>	Hearing: 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 checked="" type="checkbox"/>	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	Driving: 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"/>	Sedentary Work: 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 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"/>	Light Work: 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 checked="" type="checkbox"/>	Medium Work: 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"/>	Heavy Work: 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"/>	Very Heavy Work: 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 checked="" type="checkbox"/>	Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative:
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<input type="checkbox"/>	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"/>	Machine Operators, Mechanics, Skilled Tradespeople: 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 checked="" type="checkbox"/>	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	Other: 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"/>	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input checked="" type="checkbox"/>	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input checked="" type="checkbox"/>	The worker is subject to outside environmental conditions: No effective protection from weather.
<input type="checkbox"/>	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
<input checked="" type="checkbox"/>	The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	The worker is subject to hazards: 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 checked="" type="checkbox"/>	The worker is subject to atmospheric conditions: 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"/>	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	The worker is required to wear a respirator.

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

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.)

This position provides front line supervision of services that affect public health, safety, cleanliness, and aesthetics of the City. Must be willing and able to work variable and extended hours to meet the City's needs, particularly during snow and ice operations and other emergency events. Must work weekends and holidays as needed, primarily during the winter.

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.

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



Signature of Department Head or Designated Representative

2/28/23

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.



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



R. 07.08.19

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

TEMPORARY APPOINTMENT / APPOINTEE DETAILS			
DEPARTMENT/DIVISION DPW - Operations	LAST NAME Jackson	FIRST NAME Kenneth	INITIAL
AUTHORIZED POSITION TITLE Sanitation Supervisor	PAY RANGE 1EX	F&P COMMITTEE APPROVAL DATE	REQUISITION #
UNDERFILL TITLE (IF APPLICABLE)	PAY RANGE	WAS THE INDIVIDUAL HIRED FROM AN ELIGIBLE LIST? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, Referral # 8292	
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 06232024	ANTICIPATED EXPIRATION DATE 12212024	T.A. RATE OF PAY 2,882.72
ATTACH A COPY OF THE CURRENT JOB DESCRIPTION & A RESUME IN ADDITION TO COMPLETING THE INFORMATION BELOW			
PROVIDE AN EXPLANATION OF WHY THE TEMPORARY APPOINTMENT IS NEEDED: This temporary appointment is needed to fill a vacancy caused by a promotion while recruiting for the position			
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: The Sanitation Supervisor was posted externally by DER and Mr. Jackson was a candidate on that eligible list. Mr. Jackson is Sanitation's most senior Sanitation Inspector and has been a leader in that role. He has performed successfully when assigned to lead teams and assist in supervision of Sanitation operations. He met with the Sanitation Services Manager and Director of Operation to be selected for the appointment			
PROVIDE INFORMATION TO DEMONSTRATE HOW THE INDIVIDUAL MEETS THE MINIMUM REQUIREMENTS:			
<u>TRAINING AND EDUCATION:</u>	<u>WORK EXPERIENCE:</u> 2005-Present Sanitation Inspector -Supports management as supervisor support when needed, conflict resolution, educate customers on policies, manage daily operations; 2000-2005 McDonald's Shift Supervisor - Daily paperwork, manage staff,	<u>OTHER REQUIREMENTS (i.e. LICENSES)</u>	
IS THIS INDIVIDUAL A CURRENT CITY OF MILWAUKEE EMPLOYEE? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	IF YES, CURRENT DEPARTMENT: DPW-Operations-Sanitation	CURRENT POSITION TITLE: Sanitation Inspector	EMPLOYEE ID NUMBER: 017300
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 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 Rick Meyers	SIGNATURE 	TITLE Sanitation Services Manager	DATE 06/03/2024
APPROVING OFFICER Danielle Rodriguez	SIGNATURE 	TITLE Director of Operations	DATE 06/03/2024
THIS SECTION FOR DER REVIEW			
DER REVIEW COMPLETED BY:	SIGNATURE	TITLE	DATE



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

APPLICANT NAME (last, first, middle)		DATE
Jackson, Kenneth		05/31/2024
POSITION TITLE	PAY RANGE	RATE OF PAY
Sanitation Supervisor	1EX	2,882.72

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.

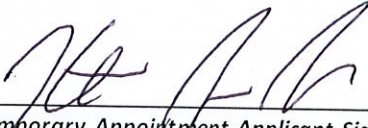
I understand that as a temporary appointee I am ineligible for paid holidays, sick leave, vacation or other benefits while serving on this temporary appointment, and that this temporary appointment shall not confer upon me any privilege of regular appointment. (Note: A current City of Milwaukee employee 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

6/3/24

 Date Signed



 Witness Name (Print)



 Witness Signature

6/3/24

KJ

KENNETH JACKSON JR

Summary

Precise and detail oriented communication professional with over 15 years of management experience. Proven ability to facilitate multiple tasks in deadline-driven environments. Effective communicator, leader, and problem solver who excels in focusing on the efforts of the team to work towards common goals. Acquiring a position where I can plan, develop, implement and evaluate communication strategies in support of organization goals and objectives.

Skills

- Problem Solving
- Effective Communication
- Interpersonal Communication
- Time Management
- Adaptability and Flexibility
- Teamwork and Collaboration
- Team Development
- Analytical Skills

Experience

City of Milwaukee | Milwaukee, WI
Sanitation Inspector
05/2005 - Current

- Supervisor support responsible for staff (checks in and observations), maintaining frequencies and delivering service excellence
- Resolve conflicts, complaints and service inquiries from citizens and public officials
- Educate customers on City policies and ordinances that govern proper disposal of certain waste types
- Manage daily operations by working directly with the district manager and sanitation inspectors
- Inspect and examine equipment to ensure it fits the City's safety policies and standards
- Supervised the county workers and interns from the City's Youth Summer job program
- Supervised GIC (General Ice Control) check in crews and give out assignments (routes to be plowed and salted)

McDonald's | Milwaukee, WI
Shift Supervisor
08/2000 - 06/2005

- Performed basic paperwork, entered daily waste and inventory, completed cashing up/banking, closed and opened the system daily
- Responsible for goal areas, usually in line with ROIP and works diligently to improve their area, provided updates and feedback at managers meetings
- Attended and actively participated in managers meetings, putting forward ideas and contributing to the ongoing improvement and success of the restaurant
- Recognized and responded to opportunities for problem solving