

OFFICE ASSISTANT IV-MFD

Recruitment #2108-0480DC-002

List Type	Transfer/Promotional
Requesting Department	FIRE - SUPPORT SERVICES BUREAU
Open Date	9/17/2021 08:00:00 AM
Filing Deadline	10/1/2021 11:59:00 PM
HR Analyst	Marti Cargile

INTRODUCTION

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

PURPOSE

The primary duty of the Office Assistant IV is to process, monitor, and maintain computerized and hard copy personnel data and records related to injury, family, and funeral leaves for the Milwaukee Fire Department (MFD).

ESSENTIAL FUNCTIONS

LEAVE PROCESSING

- Process and maintain all injury leaves, which includes reviewing electronic forms, monitoring usage, checking for accuracy, performing data entry, and following up with employees. Compile data, prepare lists, and run reports. Answer both internal and external leave inquiries within Health Insurance Portability and Accountability Act (HIPAA) regulations.
- Process funeral leaves, which includes verifying eligibility and performing data entry.
- Process family leave post-approval, which includes verifying balances, recording usage, notifying departmental members of usage, and verifying that the staffing software matches usage; follow up with discrepancies.

DOCUMENTATION AND REPORTING

- Monitor injury accident reporting and use data for computer entry, compiling, and processing the Occupational Safety and Health Act (OSHA) log and the Accountability in Management (AIM) report; the preparation of lists; and the provision of information to the City's workers' compensation administrator.
- Review, monitor, and process medical documentation and correspondence as it relates to employees' eligibility for injury, family, and funeral leave usage and entitlement per the Local 215 Contract as well as the Return-to-Work Program.
- Maintain medical files for all employees per the Americans with Disabilities Act Amendments Act (ADAAA) of 2008 and Health Insurance Portability and Accountability Act (HIPAA).

ADDITIONAL ADMINISTRATIVE DUTIES

- Answer the telephone and direct callers to the proper resources.
- Gather data for projects as requested by management personnel.
- Serve as back-up to other administrative support staff, processing and maintaining sick leaves, sick call, personnel transfers, military leaves, and new hire packets.

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.

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. Unofficial copies are acceptable; however, your transcripts must be legible and include your name, the university name, the degree completed, and the degree completion date.

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 injury, family, and funeral leaves.
- Proficient computer keyboarding skills.
- Ability to read and interpret job-related documents such as policies, procedures, and forms.
- Knowledge of mathematics and the ability to make accurate calculations to be able to process data pertaining to leaves.

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, and staff from other City departments.
- 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 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 \$37,830-\$41,863, and the resident incentive salary range for City of Milwaukee residents is \$38,965-\$43,119. 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 **Friday, October 1, 2021**. 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:** 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.