



Jeffrey S. Polenske, P.E.  
Commissioner of Public Works

Dan Thomas, M.P.A., J.D.  
Director of Administrative Services

**Department of Public Works  
Administration**

July 1, 2021

Makda Fessahaye  
Employee Relations Director  
City Hall, Room 706  
200 E. Wells Street  
Milwaukee, WI 53202

Re: Extension of Temporary Appointment Request: Thao, Lillian

Dear Ms. Fessahaye:

The Department of Public Works respectfully requests permission and approval to extend the temporary appointment of Ms. Lillian Thao to Safety Specialist-Senior from July 24, 2021 through October 23, 2021.

Ms. Thao's temporary appointment began on January 25, 2021 and it expires on July 24, 2021. Previously, we requested an extension in March. The previous incumbent resigned from City employment on March 8, 2021. Since we have last made this request, the Department had another vacancy for a Safety Specialist-Senior. This individual accepted a promotion to another division. We currently have a staff of two employees along with Ms. Thao performing the work of 4 employees.

As a result of these vacancies, DPW has been working with the Department of Employee Relations-Staffing Division to fill the positions. The Department received an eligible list on June 30, 2021 and we are working diligently to schedule interviews. We are hopeful to have at least one individual begin working in early August; however, we need Ms. Thao to continue performing this work and it would be our intention to transition Ms. Thao's workload to the new Safety Specialist-Senior.

Ms. Thao has been assisting with both employee work injury cases and employees under the Americans with Disabilities Act (ADA). She is responsible for gathering medical documentation from employees. She tracks the medical documents and shares the information to both DPW Payroll and DER Worker's Compensation. She also drafts correspondence to employees requesting medical documentation or asking for clarification on the employee's restrictions. In addition, she coordinates the placements of employees in the transitional duty (light duty) assignments. Ms. Thao has been a great asset to this position, where she has been utilizing her previous experience from the DPW Payroll. Our Safety Specialist position is a critical role in DPW and we are respectfully requesting to extend her appointment.

If you have any questions regarding this request, please contact me at 414-286-3307.

Sincerely,

DocuSigned by:

*Dan Thomas*

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Dan Thomas M.P.A., J.D.  
DPW Administrative Services Director



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/ADMINISTRATIVE SERVICES	LAST NAME THAO	FIRST NAME LILLIAN	INITIAL	
AUTHORIZED POSITION TITLE Safety Specialist-Sr	PAY RANGE 2FX	F&P APPROVAL DATE N/A	REQUISITION # 8386	
UNDERFILL TITLE (IF APPLICABLE) Safety Specialist	PAY RANGE 2DN	WAS THIS INDIVIDUAL FROM AN ELIGIBLE LIST? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO IF YES, REFERRAL #		
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 07/24/2021	ANTICIPATED EXPIRATION DATE 10/23/2021	T.A. RATE OF PAY \$2038.96	
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 position is currently vacant. We are working with the Department of Employee Relations and we have received the eligibility list on June 30, 2021. This position performs a high volume of work that includes case management for work injuries and ADA. This work is tracked and audited in various databases such as City Time and the DPW Safety App. This position is also responsible for placements under transitional duty (light duty) and accommodations under ADA.				
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: Ms. Thao has previously worked in the Administrative Services section, specifically the Payroll section. Ms. Thao has processed and filed work injury claims for injury pay. She also tracked medical documentation for employees in their medical files. She has used City Time and the DPW Safety App. She also has a Bachelor's Degree in HR.				
PROVIDE INFORMATION BELOW TO DEMONSTRATE HOW THE INDIVIDUAL MEETS THE MINIMUM REQUIREMENTS:				
TRAINING AND EDUCATION: Please see resume.	WORK EXPERIENCE: Please see resume.	OTHER REQUIREMENTS (i.e. licenses)		
IS THIS INDIVIDUAL A CURRENT CITY OF MILWAUKEE EMPLOYEE? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	IF YES, CURRENT DEPARTMENT: DPW-ADMIN. SERVICES	CURRENT POSITION TITLE: OFFICE SUPERVISOR II	EMPLOYEE ID NUMBER: [REDACTED]	
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, DIRECTOR SUPERVISOR, OR TO ANY ELECTIVE OF APPOINTED 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 Shannon Goodwin	SIGNATURE <i>[Signature]</i>	TITLE Administrative Services Manager	DATE 07/16/2021	
APPROVING OFFICER Dan Thomas	SIGNATURE <i>[Signature]</i>	TITLE DPA Admin. Services Director	DATE 7/2/2021	
THIS SECTION FOR DER REVIEW				
DER REVIEW COMPLETED BY: Karen Biernat 1st 1.25.21-4.25.21 2nd 4.25.21-7.24.21	SIGNATURE Karen Biernat	TITLE Admin. Serv. Coord.	DATE 7.6.2021	





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



R. 09.04.14

## 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
Thao, Lillian		07/01/2021
POSITION TITLE	PAY RANGE	RATE OF PAY
Safety Specialist - Sr.	2FX	\$2038.96

### 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

7/1/21

Date Signed

Shannon Goodwin

Witness Name (Print)

Witness Signature

# 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.

<b>1. Date Prepared/ Revised:</b> 03/09/2021		<b>2. Present Incumbent:</b>		<b>Is incumbent underfilling position?</b>	
<b>3. Date Filled:</b>		<b>4. Previous Incumbent:</b> Curt Campagna		YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> If YES, indicate Underfill Title in box 10.	
<b>5. Department:</b> Public Works		<b>Bureau:</b> <b>Division:</b> Administrative Services		<b>Unit:</b> <b>Section:</b> Safety	
<b>6. Work Location:</b> 841 N. Broadway		<b>Telephone:</b> 286-2441 <b>Email:</b>		<b>Work Schedule:</b> Hours: 8+ / Days: Mon-Fri	
<b>7. Represented by a Union?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<b>8. Bargaining Unit:</b> Mgmt <b>If in District Council 48, which local?</b>		<b>9. FLSA Status (check one):</b> <input type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	
<b>10.</b>	<b>Official Title:</b> Safety Specialist-Senior			<b>Pay Range</b>	<b>Job Code</b>
	<b>Underfill Title (if applicable):</b>			2EX	4366
	<b>Requested Title (if applicable):</b>				204
<b>Recommended Title (DER Use Only):</b>				<b>Approved by:</b>  <b>Date:</b>	

## 11. BASIC FUNCTION OF POSITION:

Assists in the safety management of one or more of the Department of Public Works' division safety programs by identifying safety hazards and training needs; conducting training classes and documenting safety statistics.

## 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
50	• Analyze work-related injuries and illnesses. Coordinate return to work using job analysis and case management techniques. This includes Transitional Duty and ADA. Interact with Health Care Providers, City Attorney, DER and other parties regarding case management.
20	• Designs, implements and manages all occupational safety programs. Conduct safety inspections, accident site investigations. Perform evaluations and consultations related to worksites, equipment, vehicles, materials, facilities, and procedures. Maintains data management and provides various reports and data for various parties.
15	• Plan, coordinate and conduct safety training for managers, supervisors, and employees. Develop and implement safety plans/programs.
5	• Prepare and disseminate statistical reports. Staff the Peer Support Team.
5	• Coordinate random and follow-up drug testing.
	•
	•
	•
	•

### B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
2	• Participate in snow and ice control operations.
2	• Attend training and joint safety committees.
1	• Assist with the Streetcar at the direction of the Safety Supervisor.
	•

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	PERIPHERAL DUTY
	•
	•
	•
	•
	•
	•

**C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:**

Allyson Weiss, Safety Supervisor

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

Incumbent is expected to be self directed. Will receive general direction and oversight from the Safety Supervisor.

**E. SUPERVISION EXERCISED:**

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

**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	e. Sign or approve work	
b. Outline methods	f. Make hiring recommendations	
c. Direct work in progress	g. Prepare performance appraisals	
d. Check or inspect completed work	h. Take disciplinary action or effectively recommend such	
<b>Number Supervised</b>	<b>Job Title</b>	<b>Extent of Supervision Exercised</b> <i>(Select those that apply from list above, a - h)</i>
Various	Various Job titles under the Transitional Duty Program	A & H

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

i. **Education and Experience:**

Bachelor's Degree in occupational health, safety, human resources, business management or a closely related field from an accredited college or university. Four years of job related experience assessing safety and performing employee compliance on safety and/or accident prevention programs. Equivalent combination of education and experience may be considered.

ii. **Knowledge, Skills and Abilities:**

A practical knowledge of occupational safety laws, standards and principles. Ability to effectively research, organize, plan, coordinate, control and follow through with program and procedures. Attention to detail and the ability to write and communicate effectively is required.

iii. **Certifications, Licenses, Registrations:**

Will be required to obtain and maintain related OSHA certifications. Valid driver's license at time of appointment and throughout employment.

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iv. Other Requirements:

Must be able to prioritize and schedule work in concert with other division managers. Must be able to work irregular hours and work outdoors.

### 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 checked="" 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 checked="" 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 checked="" 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 checked="" type="checkbox"/>	<b>Crouching:</b> Bending the body downward and forward by bending leg and spine.
<input checked="" type="checkbox"/>	<b>Crawling:</b> Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	<b>Reaching:</b> Extending Hand(s) and arm(s) in any direction.
<input checked="" 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 checked="" 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 checked="" type="checkbox"/>	<b>Grasping:</b> Applying pressure to an object with fingers and palm.
<input checked="" 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 checked="" 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 checked="" 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 checked="" 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 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

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	work and the worker sits most of the time, the job is rated for Light Work.
<input checked="" 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 checked="" 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:** 20%

**CHECK ALL THAT APPLY:**

<input checked="" 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 checked="" 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 ( <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> ):		

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.

- 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 as personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)
- 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*

*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.*



## **Lillian Thao**



### **CORE COMPETENCIES**

- Detailed & Results-orientated
- Strong Interpersonal skills
- Collaborative & Team-focused
- Analytical and Critical thinking
- Management & Training Experience
- Highly Enthusiastic & Passionate

### **EDUCATION**

#### **UW-Milwaukee, BA**

**December 2018**

Degree: Bachelor of Business Admin.

Major: Human Resources

### **EMPLOYMENT EXPERIENCE**

#### **City of Milwaukee- Department of Public Works**

##### ***Office Supervisor II***

**November 2020- Present**

- Manage and conduct high level and confidential administrative activities and support for the Commissioner of Public Works and Administrative Services Director and Section Managers.
- Assist with processing open records requests.
- Prepare and process permits requests, which includes: generating an invoice to collect permit fees and depositing the fee.
- Edit and audit time cards in the Time Entry System.

##### ***Payroll- Personnel Payroll Assistant III***

**July 2019- November 2020**

- Edit, audit, and reconcile online time cards on a biweekly basis for approximately 200 employees in accordance with applicable rules, policies, and labor agreements.
- Collect and analyze information in the automated Time Entry System to resolve discrepancies in employee payroll accounts and leave balances.
- Maintain employee information in HRMS and personnel files, such as new employee data, sick leave, jury duty, promotions, transfers, discipline, retirements and separations.
- Trained and onboarded new employees and conducted orientations for new staff hires.
- Compile statistical reports regarding personnel-related data for new hires, regular employees, transfers.
- Track and initiate annual employee performance reviews and biannual sick leave control and sick leave incentive programs
- Assist employees with questions concerning Payroll policies and procedures.

##### ***Safety- Office Assistant II***

**May 2019- July 2019**

- Process and report injuries, accidents, and incidents to OSHA or appropriate authorities.
- Receive, interpret and route medical documentation and transitional duty information to necessary parties.
- Communicate case information to payroll, managers, and safety staff.
- Prepare and process memos, letters, reports, and general correspondence ensuring accuracy and completeness.

##### ***Payroll- Office Assistant II***

**February 2019- April 2019**

- File documents, create, maintain, update and organize paper files and electronic files.
- Compile, sort and verify the accuracy of data prior to computer entry.
- Prioritize and organize assigned work to ensure the accurate and on-time completion of all projects.
- Perform administrative duties: create, type, scan, copy and mail correspondences.
- Exhibit a high degree of discretion related to safeguarding confidential information.

**Target****October 2019- May 2020***Guest Service Advocate*

- Worked as part of a team to resolve customer concerns in a positive and helpful manner.
- Maintained consistent accuracy of cash register. Made sure all payment transactions were correct and proficient.
- Checked out customer purchases quickly, ensuring accurate prices codes, discounts and provided efficient customer service.

**Starbucks Corporation****August 2015- July 2019***Shift Supervisor*

- Provide excellent customer services by acting with integrity, honesty and knowledge that promotes the culture, values and mission of Starbucks.
- Responsible for executing store operations during scheduled shifts and ensure that employees maintain regular and consistent attendance and punctuality.
- Responsible for managing supplies inventory counts, auditing through FIFO and making purchase orders through vendors.
- In charge of all cash management and cash register procedures to ensure proper cash management practices are followed by shift team.
- Participates in new hire processes with reviewing resumes, selecting and pre-screening potential candidates to be interviewed by managers.
- Assists with new hire on-boarding processes and training on Starbucks expectations, policies and procedures.
- Provides encouragement, job coaching and executing disciplinary actions when needed.

**Professional References Available Upon Request**