

JOB OPENING (JOB CODE: HR001)

[JOB TITLE:] Technology Services Clerk-Bilingual

[SALARY:] 14.50-18.13 /hour

[CONTACT:] Human Resources Dept., 2701 S. Chase Avenue, Milwaukee, WI 53207

[LOCATION:] Milwaukee, Wisconsin

[STATUS:] Full Time

[TERM:] Regular

[CLOSING DATE:] Until Filled

[APPLICATION DEADLINE:] Until Filled

[NUMBER OF OPENINGS:] 1

[JOB TYPE:] Internal/External

[SUMMARY:]

Under the supervision of the Telecommunications Administrator/Switchboard Supervisor, the Technology Services Clerk-Bilingual is responsible for providing clerical operations support, using typical office technology skills, to include but not limited to data entry, procedure documentation, record keeping, invoice reconciliations, assists with supply orders, mail/fax distribution and switchboard/reception coverage.

[JOB DUTIES:]

1. Processes and reconciles departmental invoices with corresponding backup documentation and accurately coding them for approval and ultimate submission to Accounts Payable.
2. Process, receive, and return technology supply, hardware and software orders.
3. Processes and maintains documentation and procedures obtained from Information Technology department staff. Transcribing, updating, recording, storing, and maintaining information in electronic form.
4. Aid in auditing and verifying technology supply inventory records.
5. Ordering and distributing office supplies for staff members. Maintain office supply order/purchase records and receipts, including purchase orders, and invoices for submission to Accounting Department.
6. Assists reception with receipt/distribution of mail and incoming faxes, review and prepare mail and faxes carefully for distribution to the correct personnel. This includes date-stamping incoming mail, sorting, placing mail in staff/department mailboxes daily and posting outgoing mail.
7. Provides flexible office coverage as needed in support of department operations, including reception/switchboard area. Responds to telephone and visitor inquiries guiding them to the proper staff or department.
8. Filing, data entry, and other project tasks as assigned/needed for UMOs departments/programs.
9. Establishing and maintaining efficient working relationships with managers, supervisors, co-workers, and customers.
10. Pursues personal development of knowledge and skills required for the efficient performance of the job role.
11. Have ability to manage multiple projects at any given time.
12. Understanding and responding effectively and clearly to address requests in person or over the phone.
13. Performing tasks in an effective, professional and gracious manner.
14. Attend required meetings and trainings, perform special projects and other related duties as assigned.

[QUALIFICATIONS:]

1. Associate degree in a technology or business services. *Extensive experience may substitute for one year of Education.*
2. Two or more years of experience in customer service or office setting utilizing current technology software and systems.
3. Bilingual Spanish/English verbal and written required.
4. Experience with receiving calls and operating a multiline VoIP phone system a plus.
5. Ability to use and apply modern office methods, hardware, and software, such as: Microsoft Office suite, computers, fax/printer machines.
6. Impressive telephone etiquette and experience responding to difficult situations with diplomacy
7. Great communication skills as well as ability to work with others in a close environment.

8. Ability to understand and execute written and verbal instructions.
9. Able to deliver excellent customer service, externally and internally.
10. Able to react effectively and calmly in emergencies.
11. Able to keep customer confidentiality.
12. Should be able to work under rigorous pressure and meet close deadlines
13. Must be able to travel and work irregular hours.

[CONDITION OF EMPLOYMENT:]

Employment with UMOS is contingent upon successful completion of a criminal background check prior to employment.

[CLICK HERE TO APPLY FOR THIS JOB.](#)

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05/23/21