

EMERGENCY COMMUNICATIONS ADMINISTRATIVE SUPPORT SPECIALIST

Recruitment #2306-4974-001

List Type	Original
Requesting Department	DEPARTMENT OF EMERGENCY COMMUNICATIONS
Open Date	6/2/2023
Filing Deadline	6/23/2023 11:59:00 PM
HR Analyst	Jeff Harvey

INTRODUCTION

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big-city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed historic charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities and great restaurants.

The City of Milwaukee is proud to employ a diverse workforce that is committed to providing exemplary service to the City's residents. If you have a passion for being a part of an inclusive team of public servants, please consider the following opportunity.

PURPOSE

The Department of Emergency Communications Administrative Support Specialist functions as the confidential assistant to the Emergency Communications Director, handling diverse work assignments and providing high-level executive support.

ESSENTIAL FUNCTIONS

EXECUTIVE ASSISTANCE

- Maintain calendars, schedule live and virtual meetings and conference calls, and carry out special projects.
- Compose, proofread, edit, and format general and confidential correspondence and other documents using software such as Microsoft Word.
- Conduct research and prepare statistical reports using software such as Microsoft Excel.
- Create and add polish to presentations using software such as Microsoft PowerPoint.
- Prepare invoices and financial statements.

CUSTOMER SERVICE

- Receive visitors, take incoming calls, and handle information requests.
- Serve as a liaison for daily operations to other departments such as the Milwaukee Police Department (MPD), Milwaukee Fire Department (MFD), Department of Administration-Information and Technology Management Division (DOA-ITMD), Common Council, and Fire and Police Commission (FPC).
- Monitor Common Council, FPC, and other meetings regarding issues of interest to the department; process and prepare Common Council files and resolutions.

RECORDS MANAGEMENT

- Oversee departmental records by creating and maintaining file systems.
- Create and maintain the administrative record retention schedule and procedures, including overseeing records destruction in accordance with established city protocols.

- Train employees on record retention procedures and compliance monitoring.

LEAD WORKER

- Train and assist new and existing support staff and other departmental personnel with proper procedures in day-to-day operations.
- Assist in creating and maintaining the departmental rule/procedure book.
- Work collaboratively with and provide back-up support for departmental administrative support positions.

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.

CONDITIONS OF EMPLOYMENT

- None

MINIMUM REQUIREMENTS

1. Associate degree in business management, communications, or a closely related field from an accredited college or university.
2. Two years of experience providing high-level administration support.

Equivalent combinations of education and experience may also be considered.

NOTICE: Please do not attach your academic transcripts to your employment application. The hiring department will verify candidates' education as part of the background screening process prior to extending any job offers.

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 and copiers.
- Ability to efficiently use standard applications such as Microsoft Office to create documents, use spreadsheets and charts, generate reports, and develop presentations.
- Ability to read and understand job procedures, personnel policies, statutes, and ordinances.
- Skill in proofreading documents to ensure that they are publication-ready; knowledge of English language grammatical and punctuation conventions.
- Ability to manage a high level of detail to ensure accuracy in maintenance of files and databases.

COMMUNICATION AND INTERPERSONAL

- Verbal communication skills to share information clearly and tactfully with internal and external customers.
- Written communication skills to write correspondence, reports, and other documents that are well-crafted and error-free.
- Interpersonal and teamwork skills 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.
- Social perceptiveness to be able to ask clarifying questions and gain others' support for ideas.

CRITICAL THINKING AND PROFESSIONALISM

- Ability to recognize and resolve problems.
- Ability to organize workflow to meet the goals of the position.
- Ability to complete assignments and meet deadlines despite frequent interruptions and shifting priorities.
- Ability to work independently, show initiative, and continually improve processes.
- Attention to detail and the ability to perform work with a high degree of accuracy.
- Ability to exhibit exemplary professionalism and maintain composure in sensitive situations.
- Ability to use sound judgment.
- Honesty, integrity, and the ability to maintain confidentiality.

CURRENT SALARY

The current salary range (Pay Range 2DN) is \$53,911-\$61,902 annually, and the current resident incentive salary range for City of Milwaukee residents is \$55,529-\$63,759 annually.

Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Paid Parental Leave
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 12 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit

<https://city.milwaukee.gov/der/benefits>.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of education, experience, and/or responses to supplemental questions; a written or performance test; a structured interview; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to structured interviews and performance examinations. Structured interviews may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The selection process will be held as soon as practical after the application deadline listed above. 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. Qualified applicants will be notified of the date, time, and place of the selection process components. Unless otherwise required by law, the City of Milwaukee will not provide alternative selection process dates or times. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

ADDITIONAL INFORMATION

- APPLICATIONS and further information may 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 204

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