

OFFICE ASSISTANT IV

Recruitment #2408-0480DC-001

List Type	Original
Requesting Department	Milwaukee Police Department
Open Date	September 6, 2024
Filing Deadline	September 27, 2024
HR Analyst	Jamie Heberer

INTRODUCTION

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 Office Assistant IV helps Milwaukee Police Department (MPD) units to operate efficiently by performing complex and responsible administrative tasks requiring a command of administrative procedures, automated systems, and departmental policies and procedures.

ESSENTIAL FUNCTIONS

Depending upon the assignment, Office Assistants perform many of the duties listed below.

Administrative

- Prepare and assist in the compilation, completion, and distribution of reports, procedure forms, and schedules, using various automated systems.
- Proofread written materials to ensure accuracy and correct grammar, punctuation, vocabulary, and spelling.
- Operate a variety of standard office equipment, including copiers, printers, and fax machines.
- Perform computer inquiries such as those related to arrestees and stolen vehicles and property and Department of Transportation (DOT) E-time inquiries of DOT run-offs for driver's license status.
- Oversee the ordering of office supplies.
- Track, sort, and distribute mail.
- Assist with entering payroll-related data and verifying time entry for personnel assigned to related divisions and shifts, using the City's time entry system.
- Maintain supervisor's schedules, staff calendars, and duty rosters.
- Attend weekly staff meeting and oversee meetings notes, meeting agendas, and record minutes.

Customer Service

- Provide excellent customer service to a wide variety of customers over the telephone, in person, and via radio.
- Liaise with various governmental, law enforcement, and judicial agencies to obtain and provide information.
- Greet and check credentials of division visitors.

- Answer telephones, direct calls, and take messages.

Data and File Management

- Maintain confidentiality of sensitive personnel records, investigations, reports, and other divisional matters.
- Assist with the preparation of statistical and financial statements.
- Oversee and participate in the maintenance of established systems for managing paper and electronic data, files, records, and reports.

LEAD WORKER

- Assume lead responsibility for coordinating office operations, including directing and training clerical staff.
- Assume responsibility for office equipment maintenance.

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

- Depending on the work location, Office Assistant IVs are required to work weekends and holidays on a rotating work schedule (40 hours per week).
- **NOTE: Typical hours of work are as follows: Day Shift (8:00 a.m.-4:00 p.m.), Second/Early Shift (4:00 p.m.-Midnight), and Third/Late Shift (Midnight to 8:00 a.m.). Shift times can also vary depending on the work location.**
- **To be hired by the Milwaukee Police Department, candidates must pass an MPD background investigation before hire. Your application will be rejected for employment with the Milwaukee Police Department if you have been convicted of a felony.**

MINIMUM REQUIREMENTS

1. **Two 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.

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 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 and hard copy filing.
- Ability to learn and effectively use specialized computer programs to process records requests.
- Proficient computer keyboarding skills.
- Ability to read and interpret job-related documents such as policies, procedures, and forms.

COMMUNICATION AND INTERPERSONAL

- Ability to provide excellent customer service, especially in sensitive situations when customers are upset.
- Written communication skills to compose clear correspondence, create and complete forms, and produce other documents.
- Verbal communication skills to convey information clearly and courteously to customers.
- Ability to work effectively and cooperatively with managers, other employees, staff from other City departments, and representatives from outside agencies.
- 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 fast-paced, 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 starting salary (Pay Range 6KN) is \$49,399 and the resident starting salary for City of Milwaukee residents is \$50,881. Appointment will be made in accordance with the City of Milwaukee salary ordinance.

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

- Wisconsin Retirement System (WRS) 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 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 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

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