

# OFFICE ASSISTANT III-PD

Recruitment #2105-0479PD-001

<b>List Type</b>	Original
<b>Requesting Department</b>	Milwaukee Police Department
<b>Open Date</b>	9/3/2021 08:00:00 AM
<b>Filing Deadline</b>	9/30/2021 11:59:00 PM
<b>HR Analyst</b>	Marti Cargile

## 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.*

**The Written Examination is scheduled as follows *(subject to change)*:**

**Written Examination** | **October 25-28, 2021**

## PURPOSE

Office Assistant IIIs help Milwaukee Police Department (MPD) units to operate efficiently by performing difficult and responsible clerical work requiring a command of administrative procedures, automated systems, and departmental policies and procedures. Office Assistant IIIs deliver superior customer service, exercise independent judgment, and may serve as lead workers and trainers for a small team of clerical staff.

## ESSENTIAL FUNCTIONS

*These are the essential functions of the Office Assistant III-PD position; specific duties will vary depending upon the area to which an Office Assistant III is appointed.*

## CORRESPONDENCE AND FILE MANAGEMENT

- Prepare and assist in the compilation, completion, and distribution of reports, correspondence, procedures, forms, and schedules using various automated systems; proofread written materials to ensure accuracy.
- Oversee and participate in the maintenance of established systems for managing paper and electronic data, files, records, and reports.

## 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.
- Perform computer look-ups such as those related to arrestees and stolen vehicles and property.

## CALENDAR AND MEETING COORDINATION

- Maintain supervisors' schedules, staff calendars, and duty rosters.
- Prepare meeting agendas, attend meetings, and record minutes.

## DATA ENTRY

- Assist with the preparation of statistical and financial statements.
- Assist with entering payroll-related data and verifying time entry.

## GENERAL OFFICE

- Operate a variety of standard office equipment, such as computers, printers, copiers, and fax machines.
- Sort and distribute mail.

## LEAD WORKER

- Assume lead responsibility for coordinating office operations, including directing and training clerical staff and cross-training other staff as needed.
- Oversee the ordering of office supplies.

*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**

- Office Assistant IIIs may be required to work weekends and holidays on occasion to meet departmental needs.

***NOTE:** Positions are available for three shifts: **Day Shift** (8:00 a.m.-4:00 p.m.), **Second/Early Shift** (4:00 p.m.-Midnight), and **Late Shift** (Midnight to 8:00 a.m.). Shift times can also vary depending on the work location.*

## **MINIMUM REQUIREMENTS**

1. **One year of office support experience coordinating and working on a variety of complex clerical assignments related to the essential functions listed above.**

*Equivalent combinations of education and experience may be considered.*

***IMPORTANT NOTE:** To receive credit for related college coursework, college transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application or sent via email to [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov). Applications without transcripts attached are considered incomplete and may be rejected. Unofficial copies are acceptable; however, your transcripts must be legible and include your name, the college name, the degree completed (if applicable), and the degree completion date.*

## KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

### TECHNICAL

- Knowledge of office procedures, systems, and terminology.
- Intermediate to advanced proficiency using word processing and spreadsheet software to produce complex letters, memos, and reports.
- Ability to master the use of proprietary computer systems to query national, state, and local databases, obtain criminal history information, and perform other job-related transactions.
- Ability to read and understand work-related documents such as policies and procedures.
- Knowledge of English writing mechanics and the ability to proofread documents.
- Ability to perform basic math calculations to accurately tabulate payroll data, proofread financial statements, and order office supplies.
- Ability to accurately maintain numerical and alphabetical filing systems, both paper and electronic.

### COMMUNICATION AND INTERPERSONAL

- Customer service skills; ability to provide excellent service to other agencies, vendors, and the public.
- Written communication skills to be able to write correct correspondence and reports.
- Verbal communication skills to be able to convey information clearly and effectively.
- Interpersonal skills and the ability to maintain effective working relationships with all levels of staff in a quasi-military environment.
- Ability to work cooperatively with people whose backgrounds may differ from one's own.
- Ability to coordinate and direct the work activities of a small group performing clerical tasks.

### PROFESSIONALISM

- Ability to organize and prioritize work assignments and meet varying deadlines regularly.
- Ability to perform under pressure and to work with minimal supervision.
- Empathy, tact, and sensitivity to be able to serve the public and represent the department positively.
- Honesty, integrity, and the ability to maintain confidentiality regarding all work activities.

## CURRENT SALARY

**The current starting salary (PAY RANGE 6FN) is \$34,717 annually, and the resident incentive starting salary for City of Milwaukee residents is \$35,758 annually.** *Appointment will be made in accordance with the provisions of the salary ordinance.*

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
- ♦ Comprehensive Wellness Program
- ♦ Onsite Clinic Services
- ♦ Onsite Employee Assistance Program
- ♦ Alternative Work Schedules
- ♦ Long Term Disability Insurance
- ♦ Group Life Insurance
- ♦ Tuition Benefits
- ♦ Paid Vacation
- ♦ 11 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 <http://city.milwaukee.gov/Benefits>.

## SELECTION PROCESS

**THE SELECTION PROCESS** will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

**INITIAL FILING DATE** – The examination will be held as soon as practical after **Thursday, September 30, 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. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

**NOTE 1:** *The first step in the selection process is a written test for all applicants who meet the minimum qualifications. Candidates who pass the written test will be invited in score order to take a proficiency exam in Microsoft Word, Excel, and Outlook (Version 2010); candidates who pass the proficiency exam will be placed on the eligible list.*

**NOTE 2:** *Candidates must pass a Milwaukee Police Department background investigation before hire.*

## ADDITIONAL INFORMATION

- APPLICATIONS and further information can be accessed by visiting [www.jobapscloud.com/MIL](http://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](mailto:staffinginfo@milwaukee.gov).
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

## CONCLUSION

**EEO 602**

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