

EMERGENCY COMMUNICATIONS ADMINISTRATIVE SUPPORT SPECIALIST

Recruitment #TBD

List Type	Transfer/Promotional
Requesting Department	Department of Emergency Communications
Open Date	04/08/2022 8:00:00 AM
Filing Deadline	04/22/2022 11:59:00 PM
HR Analyst	Aisha Hendree

INTRODUCTION

***** This position is open to current City of Milwaukee Employees only *****

PURPOSE

The Emergency Communications Administrative Support Specialist functions as the confidential assistant to the Emergency Communications Director, handling diverse and confidential work assignments.

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.

MINIMUM REQUIREMENTS

1. Regular Status as a City of Milwaukee employee, having successfully completed a probationary period for a civil service position, or status as a City of Milwaukee employee in a fixed term position.

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

Equivalent combinations of education and experience may also be considered.

IMPORTANT NOTE: 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 with "Emergency Communications Administrative Support Specialist" in the subject line. Applications without transcripts attached will be considered incomplete and will be rejected. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable), and the date completed.

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, computers, and copiers.
- Keyboarding skills and proficiency using 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 in order to ensure accuracy in maintenance of files and databases.

COMMUNICATION AND INTERPERSONAL

- Verbal communication skills to be able to clearly and tactfully share information with internal and external customers.
- Written communication skills to be able to write correspondence, reports, and other documents that are well-crafted and error-free.
- Interpersonal and teamwork skills to be able 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 \$52,854-\$60,688 annually, and the current resident incentive salary range for City of Milwaukee residents is \$54,440-\$62,508 annually. Appointment will be made in accordance with the City of Milwaukee salary ordinance.

SELECTION PROCESS

THE SELECTION PROCESS will be job-related and will consist of one or more of the following: an evaluation of related education, experience, and accomplishments, a written test, an interview, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral exams, performance tests, or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.

INITIAL FILING DATE – The selection process will be held as soon as practical after **Friday, April 22, 2022**. 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. The applicant is responsible for attending all phases of the selection process at the time and place designated by the hiring authority.

NOTE: *Transfer/Promotional Opportunities and Promotional Examinations are not open to Milwaukee Public Schools employees or to the public. Only current City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process who have successfully passed a probationary period for a Civil Service position or who have status as a City of Milwaukee employee in a fixed term position will be considered. Individuals with exempt, provisional, temporary, or emergency appointments are not eligible for transfer.*

ADDITIONAL INFORMATION

- APPLICATIONS and further information may be accessed by visiting www.jobapscloud.com/MIL.
- Applications and transcripts should be submitted no later than the deadline listed above.
- 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.