

# OFFICE ASSISTANT III-PD

## Recruitment #2403-0479PD-001

List Type	Original
Requesting Department	Milwaukee Police Department
Open Date	3/22/2024 09:00:00 AM
Filing Deadline	4/12/2024 11:59:00 PM
HR Analyst	Kathy Verfurth

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## 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 charm with 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

**Under the supervision of an Office Supervisor and sworn staff, Office Assistant IIIs support the efficiency of MPD units 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

## **CUSTOMER SERVICE**

- Answer telephones, direct calls, and take messages.
- Provide excellent customer service to residents, representatives of other departments, and outside agencies via phone, in person, and via radio, including responding to inquiries and explaining departmental policies and procedures.
- Liaise with various governmental, law enforcement, and judicial agencies to obtain and provide information.

## **ADMINISTRATIVE DUTIES**

- Prepare and assist in compilation, completion, distribution of reports, correspondence, procedures, forms, and schedules, using various automated systems.
- Proofread written materials to ensure accuracy and correct grammar, punctuation, vocabulary, and spelling.
- Assume lead responsibility for coordinating office operations, including directing and training clerical staff and cross-training other staff, as needed.
- Oversee and participate in the maintenance of established systems for managing paper and electronic data, files, records, and reports.
- Operate a variety of standard office equipment, including copiers and printers.
- Organize and prioritize assigned work to meet deadlines.

## **DATA/FILE AND CALENDAR MANAGEMENT**

- Prepare meeting agendas, attend meetings, and record minutes.
- Maintain supervisors' schedules, various calendars for staff and duty rosters.
- Assist with the preparation of statistical and financial statements.
- Assist with entering payroll-related data and verifying time entry.
- File documents and create, maintain, update, and organize electronic and hard copy files.
- Enter, update, and maintain data, such as criminal records, stolen vehicles, and property, in various computer databases.

## **MAIL AND SUPPLIES PROCESSING**

- Assist with processing incoming and outgoing mail to ensure it reaches the proper recipients.
- Assist in conducting inventory and ordering 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 Assistants may be required to work weekends and holidays on occasion to meet departmental needs.
- Office Assistants must be able to stand and walk as well as perform light physical work, including exerting up to 10 pounds of force to lift and move objects.
- **To be hired by the Milwaukee Police Department, candidates must pass an MPD background investigation before hire. Your application will be rejected if you have been convicted of a felony.**

## MINIMUM REQUIREMENTS

1. One year of full-time equivalent experience in an office setting performing administrative support duties closely related to the above functions, including serving customers, using computers to enter data and prepare documents, and organizing files.

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.*

## DESIRABLE QUALIFICATIONS

- Valid driver's license

## KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

### **TECHNICAL**

- Knowledge of general office procedures, systems, terminology, and equipment.
- Ability to read and understand work-related documents such as policies and procedures.
- Ability to follow instructions given by superiors.
- Proficiency using the basic features of word processing, spreadsheet, and email software to type letters, memos, and messages as well as to enter and edit data accurately.
- Ability to learn specialized computer applications to query databases and perform other job-related transactions.
- Ability to learn and perform payroll procedures, such as maintaining timekeeping information and processing and submitting payroll.
- Ability to perform accurate data entry.
- Written communication skills to be able to prepare correct correspondence and documents.
- Knowledge of English writing mechanics and the ability to proofread documents and reports.
- Ability to perform basic mathematical calculations to be able to double-check bills, statements, and supply orders.
- Ability to manage various calendars for staff.
- Ability to show initiative and continually improve processes.

### **PROFESSIONALISM, INTERPERSONAL AND CUSTOMER SERVICE SKILLS**

- Interpersonal and teamwork skills.
- Ability to work effectively with both sworn and non-sworn supervisors and coworkers.
- Ability to display empathy and tact to serve the public and represent the department positively.
- Cultural awareness and sensitivity; ability to work cooperatively, effectively, and fairly with co-workers and residents whose backgrounds may differ from one's own.
- Ability to coordinate and direct the work of a small group performing clerical tasks.
- Verbal communication skills to be able to convey information clearly and effectively to customers and coworkers.
- Ability to maintain a professional demeanor when faced with sensitive topics.

- Ability to remain composed during stressful situations.
- Honesty and the ability to maintain the utmost confidentiality regarding privileged information.

### **ORGANIZATIONAL SKILLS**

- Ability to organize and complete work assignments in a timely manner.
- Ability to accurately maintain numerical and alphabetical filing systems.
- Ability to coordinate meetings and manage calendars for supervisors and staff.
- Ability to process mail, manage supplies, and ensure that office equipment is properly maintained.
- Ability to solve problems satisfactorily and exercise sound judgement.
- Ability to identify opportunities for process improvement.
- Ability to handle multiple priorities and to work within tight time constraints.

### **CURRENT SALARY**

**The current starting salary (SG 6GN) is \$44,909 annually and the current resident incentive starting salary for City of Milwaukee residents is \$46,256.**

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 leave
- 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 examination 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 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.

*The selection process will consist of a written and proficiency test (Microsoft Word, Excel and Outlook, version 2010) for all applicants who meet the minimum qualifications. Candidates who pass both steps of the selection process will be placed on the eligible list.*

The selection process will be tentatively held the week of May 6, 2024 (subject to change).

#### **ADDITIONAL INFORMATION**

- **APPLICATIONS** and further information may 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 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.