POLICE DISTRICT ADMINISTRATIVE ASSISTANT

Recruitment # 2503-0482PD-001

List Type	Original
Requesting Department	Milwaukee Police Department
Open Date	Friday 04/04/2025
Filing Deadline	Friday 04/25/2025
HR Analyst	Rebecca Bird + Jamie Heberer

INTRODUCTION

The City of Milwaukee is proud to employ a diverse workforce committed to providing exemplary service to its residents. If you are passionate about being part of an inclusive team of public servants, please consider the following opportunity.

PURPOSE

The Police District Administrative Assistant (PDAA) serves residents and performs office support duties in a district station.

ESSENTIAL FUNCTIONS

These are the essential functions of the Police District Administrative Assistant (PDAA) position; specific duties vary depending upon the needs of the district station to which a PDAA is appointed.

Customer Service and Console Operations

- Serve as a console operator and provide accurate information to callers using professional communication skills; refer callers to the appropriate units of responsibility.
- Assist residents with purchasing parking permits and obtaining police reports.
- Provide wanted and record checks to police officers.

Document Processing

- Verify and prepare paperwork related to warrants.
- Prepare prisoner packages containing documentation as required by standard operating procedures.
- Assist supervisors with the preparation of reports, using a computerized system.
- Prepare and process letters, email messages, and other documents, ensuring accuracy and completeness.
- Proofread written materials to ensure accuracy and correct spelling, punctuation, and grammar.

Payroll Processing and Calendar Management

- Process payroll, including entering timecards, monitoring accrued time off, and producing daily lineups.
- Maintain supervisors' schedules and manage calendars for staff.
- Prepare meeting agendas, attend meetings, and record minutes.

Clerical

- Manage incoming and outgoing mail to ensure it reaches the proper recipients.
- Conduct inventory and manage office supplies.
- Create, maintain, update, and organize paper files; enter data and maintain electronic files and records.
- Assist with completing and mailing bills, checks, invoices, contracts, and/or policies.

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

- Police District Administrative Assistants are required to work weekends and holidays in a rotating work schedule (40 hours per week).
- 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 Late Shift (Midnight to 8:00 a.m.). Shift times can also vary depending on the work location.
- **Must pass an MPD background investigation before hire.** *See "SELECTION PROCESS," below.*

MINIMUM REQUIREMENTS

1. Two years of office support experience related to the essential functions listed above, including working on a variety of complex and diverse clerical assignments and providing service to customers.

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.

DESIRABLE QUALIFICATIONS

- Police Department administrative assistant experience

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical

- Knowledge of general office practices.
- Ability to use various office machines, such as copiers.
- Ability to perform console operations, i.e., operate an office phone system to take and route phone calls.
- Ability to use word processing programs.
- Ability to use spreadsheet applications and assist supervisors and fellow staff with report creation.
- Ability to enter data accurately and use database programs.
- Ability to manage calendars for staff.
- Knowledge of basic mathematics and ability to perform accurate calculations.
- Ability to learn and perform payroll procedures, such as maintaining timekeeping information and processing and submitting payroll.
- Ability to read, understand, and apply information in work-related documents such as written directions, policies, and procedures.

- Ability to compose basic reports and correspondence, using accurate grammar and punctuation conventions.

Communication and Interpersonal

- Ability to follow verbal and written instructions.
- Ability to as exercise independent judgment and seek guidance from supervisors when unsure.
- Written communication skills to write correspondence and document office procedures.
- Knowledge of English writing mechanics and the ability to proofread documents and reports.
- Customer service skills to provide courteous service via phone or in person.
- Ability to work effectively in a quasi-military environment.
- Teamwork skills and the ability to work cooperatively with people whose backgrounds may differ from one's own.

Clerical

- Ability to accurately compile paperwork, such as assembling prisoner packages.
- Ability to accurately maintain numerical and alphabetical paper and electronic filing systems.
- Ability to manage and order office supplies.
- Ability to accurately manage incoming and outgoing mail to ensure it reaches the proper recipients.
- Attention to detail and accuracy when performing routine tasks.
- Ability to plan, organize, and complete work assignments in a timely manner.
- Ability to move seamlessly from task to task, such as supporting a Police Captain at one moment and assisting a crime witness in the next.

Professionalism

- Ability to maintain a calm and professional demeanor when faced with highly sensitive topics.
- Ability to maintain the utmost confidentiality regarding privileged information.
- Honesty, integrity and effective stewardship of City resources.

CURRENT SALARY

The current starting salary (PAY RANGE 6KN) is **$49,399** annually and the resident incentive starting salary for City of Milwaukee residents is **$50,881** annually.

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 http://city.milwaukee.gov/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.

NOTE 1: The selection process is a written test and proficiency test in Microsoft Word, Excel, and Outlook (Version 2010) for all applicants who meet the minimum qualifications. Candidates who pass both the parts of the exam process will be placed on the eligible list.

NOTE 2: 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.

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 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.