

OFFICE ASSISTANT III-PD

Recruitment #1902-0479PD-001

List Type	Original
Requesting Department	Milwaukee Police Department
Open Date	3/8/2019 12:00:00 AM
Filing Deadline	3/29/2019 11:59:00 PM
HR Analyst	Marti Cargile

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 old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.

PURPOSE

Under the supervision of an Office Supervisor and sworn staff, Office Assistant IIIs help 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-MPD position; specific duties will vary depending upon the area to which an Office Assistant III is appointed.

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

- Oversee the ordering of office supplies, and sort and distribute mail.
- Assist with the preparation of statistical and financial statements.
- Assist with entering payroll-related data and verifying time entry.
- Maintain supervisors' schedules, staff calendars, and duty rosters.
- Prepare meeting agendas, attend meetings, and record minutes.

Reasonable accommodations requested by qualified individuals with disabilities will be made 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.

MINIMUM REQUIREMENTS

1. Four years of office support experience coordinating and working on a variety of complex and diverse clerical assignments related to the essential functions listed above.

Equivalent combinations of education and experience may also be considered.

IMPORTANT NOTE: *To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Student/unofficial copies are acceptable; however, your transcripts must be legible and include your name, the university name, the degree completed, and the degree completion date.*

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of office procedures, systems, and terminology.
- Ability to read and understand work-related documents such as policies and procedures.
- Interpersonal skills: 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.
- Customer service skills: ability to provide excellent service to other agencies, vendors, and the public.
- Oral communication skills to be able to convey information clearly and effectively.
- Knowledge of English writing mechanics and the ability to proofread documents.
- Written communication skills to be able to write correct correspondence and reports.
- Ability to perform basic math calculations so as to accurately tabulate payroll data, proofread financial statements, and order office supplies.
- 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 coordinate and direct the work activities of a small group performing clerical tasks.
- Ability to organize and prioritize work assignments and meet varying deadlines regularly.

- Ability to accurately maintain numerical and alphabetical filing systems.
- Ability to perform under pressure and 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 SALARY RANGE (PAY RANGE 6FN) for City of Milwaukee residents is \$34,717-\$38,406 annually, and the non-resident salary range is \$33,865-\$37,464.

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 <https://city.milwaukee.gov/Benefits2019#.XBrIQE2ot6A>.

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 and the Milwaukee Police Department reserve 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 **Friday, March 29, 2019**. 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: Candidates must pass a Milwaukee Police Department background investigation before hire. ***

ADDITIONAL INFORMATION

- APPLICATIONS and further information may be accessed by visiting, <http://city.milwaukee.gov/jobs>.
- 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 at 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.