

POLICE DISTRICT ADMINISTRATIVE ASSISTANT

Recruitment #1902-0482PD-001

List Type	Original
Requesting Department	Milwaukee Police Department
Open Date	4/5/2019 08:00:00 AM
Filing Deadline	4/26/2019 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 direction of a supervisory officer, the Police District Administrative Assistant (PDAA) works in a Milwaukee Police Department (MPD) district station, serving citizens and performing various support duties in accordance with standard procedures.

ESSENTIAL FUNCTIONS

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

- Answer and screen telephone calls from citizens, police officers, non-sworn department members, other City staff, and outside agencies in a courteous manner; serve as a console operator and provide accurate information to callers using professional communication skills; and refer callers to the appropriate units of responsibility.
- Assist citizens with purchasing parking permits and obtaining police reports.
- Provide wanted and record checks to police officers.
- Verify and prepare paperwork related to warrants.
- Prepare prisoner packages containing documentation as required by standard operating procedures.
- Process payroll, including entering timecards, monitoring accrued time off, and producing daily lineups.
- Maintain supervisors' schedules, and manage calendars for staff such as meeting and vacation calendars.
- Prepare meeting agendas, attend meetings, and record minutes.
- Manage incoming and outgoing mail to ensure it reaches the proper recipients.
- Make copies using an office copier, and use other office equipment such as fax machines.
- Conduct inventory and manage office supplies.
- Create, maintain, update, and organize paper files; enter data and maintain electronic files and records.
- 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.
- Assist with completing and mailing bills, checks, invoices, contracts, and/or policies.

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

- Police District Administrative Assistants are required to work weekends and holidays in a rotating work schedule (40 hours per week).

NOTE: 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.

MINIMUM REQUIREMENTS

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

Equivalent combinations of education and experience may also be considered. For example, job-related coursework from an accredited college or business school may be substituted for a portion of the office experience requirement for up to six months. 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 or sent via email to staffinginfo@milwaukee.gov. 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 (if applicable).

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of general office practices and ability to use various office machines such as copiers.
- Ability to operate an office phone system to take and route phone calls.
- Oral communication skills to be able to clearly explain information to colleagues and customers.
- Customer service skills to provide courteous service to citizens, police officers, non-sworn department members, other City staff, and outside agencies via phone or in person.
- Interpersonal skills to be able to work effectively with peers, supervisors, and sworn personnel in a quasi-military environment.
- Teamwork skills and the ability to work cooperatively with people whose backgrounds may differ from one's own.
- Ability to read, understand, and apply information in work-related documents such as written directions, policies, and procedures.
- Ability to follow oral and written instructions from supervisors as well as exercise independent judgment and seek guidance from supervisors when unsure.
- Written communication skills to be able to write correspondence and document office procedures.
- Ability to use word processing programs; ability to type letters, memos, and email messages accurately.
- Knowledge of English writing mechanics and the ability to proofread documents and reports.
- 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 various calendars for staff such as meeting and vacation calendars.
- 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 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.
- Ability to maintain a calm and professional demeanor when faced with highly sensitive topics.
- Ability to maintain the utmost confidentiality regarding privileged information.

CURRENT SALARY

THE CURRENT STARTING SALARY (Pay Range 6HN) for City of Milwaukee residents is \$37,830 annually, and the non-resident starting salary is \$36,902. 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 <https://city.milwaukee.gov/Benefits2019#.XBrlQE2ot6A>.

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, April 26, 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 603

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