

OFFICE ASSISTANT III-MPD

Recruitment #1706-0479PD-001

List Type	Transfer/Promotional
Requesting Department	Milwaukee Police Department
Open Date	7/14/2017 8:00:00 AM
Filing Deadline	8/11/2017 11:59:00 PM
HR Analyst	Marti Cargile

INTRODUCTION

THIS POSITION IS OPEN TO CURRENT CITY OF MILWAUKEE EMPLOYEES ONLY.

*Join us for an OFFICE ASSISTANT III-MPD INFORMATION SESSION
to learn about office careers with the MPD!
Site: Milwaukee Police Department Human Resources Department,
located at 3215 W. State St.*

Session 1: Tuesday, August 8, 2017, 4:00-7:00 p.m.

Session 2: Thursday, August 10, 2017, 4:00-7:00 p.m.

- ✓ Learn about Office Assistant III opportunities within various MPD bureaus.
- ✓ Enjoy presentations, and learn about the Office Assistant III selection process.

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. Regular status as City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
2. 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. Applications without transcripts attached will be considered incomplete and will be rejected. Your transcript must be legible and include the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed. Student copies are acceptable.

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.

- 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.
- Written communication skills to be able to write correct correspondence and reports. Knowledge of English writing mechanics and the ability to proofread documents.
- 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.
- Ability to maintain confidentiality regarding all work activities.

CURRENT SALARY

THE CURRENT SALARY RANGE (PAY RANGE 6FN) for City of Milwaukee residents is \$30,664-\$35,806 annually, and the non-resident salary range is \$29,912-\$34,928.

The City of Milwaukee offers a collaborative, positive work environment where each employee contributes to making the city the best place possible to live and work. The City offers a comprehensive benefits package, including a top rated pension plan, health, and dental benefits, paid time off including vacation, 11 holidays, sick leave accrual, and much more.

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, written tests, interview, 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, 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, August 11, 2017**. 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 Department of Employee Relations and/or the hiring authority.

Note 1: *To be hired by the Milwaukee Police Department, candidates must pass an MPD background investigation before hire. Note that depending upon your job duties, your application may be rejected if you have been convicted of a felony.*

Note 2: *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 will be considered. Individuals with exempt, provisional, temporary, or emergency appointments are not eligible for transfer.*