

Police Administrative Assistant

DEPT: Police
DIV: Support Services
DATE: July 2017

FLSA: Non-Exempt
EEOC: Admin Support



POSITION SUMMARY

Performs a variety of **first-line supervisory, technical and complex clerical duties** designed to expedite the administrative processes and procedures related to documenting, maintaining and controlling police records, case files, statistics and information.

SUPERVISION RECEIVED

Works under the close to general supervision of the Chief of Police.

SUPERVISION EXERCISED

Provides immediate to close supervision to Records Clerk/Dispatchers.

ESSENTIAL FUNCTIONS

Oversees and participates in the day-to-day clerical support, records keeping and data entry functions; monitors work flow, data accuracy and overall quality; assures processes and procedures are accomplished according to established guidelines and regulations; analyzes processes and procedures and makes recommendations for changes; implements change upon approval.

Supervises Records and Dispatch personnel. Develops work schedules to ensure adequate shift coverage. Reviews approval of time off, overtime, and daily assignments. Monitors overtime productivity. Provides recommendations for hiring, promoting, disciplining, demoting and terminating records personnel. Conducts performance evaluations and counsels record staff employees on acceptable productivity and performance. Department liaison with Human Resources in maintaining department personnel records. Assists in the development of tests for new hire and promotional positions. Participates on oral testing boards and hire applicant interview panels.

Prepares all correspondence and file documents related to Chief of Police budgetary, administrative, legal and legislative actions for access and historical tracking. Performs activities associated with monitoring office budget, expenditures, supplies, inventory and other accounts; oversees departmental purchasing, prepares requisitions and purchase orders; monitors status of accounts payable to assure timely processing; monitors departmental expenditures to assure compliance with budget limitations and guidelines; receives and receipts donations.

Performs as administrative secretary to the Police Department; composes correspondence, memos, reports, forms and other materials from rough draft, final working draft, notes, dictation notes or digital recording. Creates meeting agendas, takes and prepares minutes and other meeting materials. Where appropriate, responds in writing on behalf of the Chief of Police.

Coordinates the receipt of GRAMA requests, subpoenas and expungements for the Police Department and respond to such requests and/or assists staff responses to requests. Uses considerable public relations skills in handling calls, resolving citizen, agency and individual entity complaints and inquiries. Ensures that highly confidential police records and information are handled and maintained in accordance with established policies and procedures and legal guidelines.

Serves as the state computer terminal agency coordinator (TAC); using a personal computer, inquires into the state and federal criminal justice data bases; enters and maintains wanted persons and property in the National Crime Information Computer (NCIC); conducts training for police personnel on computer applications.

Uses various data and statistics to prepare a variety of detailed factual, analytical, forecasting statistical, and narrative reports; serves as a liaison between system vendors and other agencies to provide adequate access to police data and resolve problems with the system. Resolves workflow, data availability and retention issues between the field officers, investigative divisions, other criminal justice agencies and courts. Trains other agencies and City departments in the use of the records management system and workflow. Ensures that all department Law Enforcement Officers and record staff employees are currently certified as needed for accessing State and Federal databases. Conducts test for BCI

certification. Communicates any new or update information on city, state, federal and department policies and procedures with employees on a regular basis.

Organizes and maintains departmental filing system; assures current and accurate records; monitors access to records and files; assures proper and timely retrieval of vital information in support of investigations or court proceedings. Receives and processes requests for service; makes initial evaluation of needs and circumstances.

Develops, prepares, and compiles material of current crime trends and patterns for officials including general statistical reports and detailed intelligence reports.

Makes travel arrangements, sets meetings and schedules conference rooms and attendees. Maintains the Chief of Police's master calendar and prepares daily schedule of events. Maintains filing system of daily informational materials, including sensitive or confidential information, for meetings, department actions, revolving issues/items that require follow up or rescheduling.

Assist with Department Website Administration and social media websites under the direction of the Administration; assist with data entry for computer-aided dispatch (CAD).

May serve as Department liaison to other departments within Lehi City for facility maintenance, IT needs, etc.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

1. Education and Experience:

- A. Associates degree; plus two (2) years of specialized training in computer operations and applications, records management or related field;

AND

- B. Four (4) years of experience performing above or related duties;

OR

- C. An equivalent combination of education and experience.

2. Knowledge, Skills, and Abilities:

Considerable knowledge of computer operations and various software applications, related to word processing (MS Office, CRIS Police System), NCIC, UCR/IBR codes and their proper application; department policies and procedures; proper grammar, spelling, and punctuation; standard office practices and procedures related to records filing and office maintenance; interpersonal communication skills; modern filing systems related to alphabetical and numeric files; telephone systems; telephone etiquette; operation of a variety of types of standard office machines including computer terminal, fax machine, copy machine, dictation equipment, laminator, etc.

Skill in document construction.

Ability to exercise initiative, independent judgment and to act resourcefully under varying conditions; deal effectively with people in potentially volatile situations; maintain strict confidentiality related to sensitive administrative and legal information; develop effective working relationships with supervisors, fellow employees, and the public; communicate effectively, verbally and in writing; work under time pressures and work deadlines; work in an environment requiring continuous sitting; ability to follow routine verbal or written instructions.

3. Special Qualifications:

Must be certified as a Terminal Access Coordinator (TAC). Must be or become a certified Spillman Super-user, Spillman Application Administration Specialist. Must be or become a State Archives Records Officer. Must have no criminal history and pass a background check required to obtain security clearance for computer access. Must possess a valid driver's license.

4. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require variety of physical activities, not generally involving muscular strain, related to walking, standing, stooping, sitting, reaching, and lifting. Essential functions require talking, hearing and seeing. Rapid work speed required to perform keyboard operations. Common eye, hand, finger, leg and foot dexterity exist. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Stress inherent to the job due to sensitive and legal nature, as well as volume of work.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date: _____
(Employee)