



SEPTEMBER 2019
FLSA STATUS: NON-EXEMPT

ADMINISTRATIVE SECRETARY (POLICE DEPARTMENT)

DEFINITION

Under general supervision, performs a variety of administrative, secretarial, and clerical duties in support of the Chief of Police and department staff; provides information to the public requiring knowledge of department services, policies, and procedures; coordinates assigned programs including those for registering narcotics, arson and sex offenders; receives applications for, and processes Carry Concealed Weapons Permits; works with the County's District Attorney's Office to provide documents for cases being prosecuted by that Office; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Chief of Police or other sworn management and supervisory staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a fully experienced-level class that provides secretarial, administrative and clerical support to the Police Department. Incumbents perform the full range of duties, including coordinating assigned programs, document preparation, researching, compiling, and organizing information from various sources, screening phone calls and visitors, and directing questions to the appropriate staff. Incumbents receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the department. This class is distinguished from the Administrative Assistant series in that the latter provides routine to complex clerical and administrative support within an assigned department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides administrative support to the Chief of Police and department by performing a variety of clerical and office support duties including screening calls and visitors, composing correspondence, compiling data and records for reports, creating files, and preparing/processing purchase orders and invoices.
- Screens calls, and visitors; assists the public at front counter and directs public to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies and procedures.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Maintains calendars and makes meeting arrangements; schedules meetings between department staff and other groups or organizations; arranges for necessary set-up and materials to be available

- at meetings.
- Composes, types, formats, and proofreads a wide variety of letters, documents, calendars, and memoranda; types from rough drafts, or verbal instructions; checks drafts for punctuation, spelling, and grammar; suggests corrections.
 - Coordinates programs for the registration of narcotics, arson and sex offenders; receives and reviews paperwork and forms for completeness and conformance with established regulations and procedures; applies regulatory and departmental rules, policies and procedures in determining completeness of applications; enters information into the department's Records Management System.
 - Coordinates the City's Carry Concealed Weapons Permit program; receives and reviews paperwork and forms for completeness and conformance with established regulations and procedures including fingerprinting and class instruction on the use of firearms; applies departmental and program policies and procedures in determining completeness of applications; routes applications to sworn staff responsible for conducting background checks; schedules appointments for applicants to meet with the Chief of Police.
 - Receives requests from the County District Attorney's Office for official documents relevant to cases being considered for, or under, prosecution; retrieves information from the Department's Records Management System; scans for necessary documents; assigns case numbers and sends encrypted files to the District Attorney's Office.
 - Assists management in the preparation of purchase orders; works with management to identify and source needed materials ensuring compliance with City procurement policy; receives costs and submits to management for approval; generates, processes and tracks purchase orders; matches invoices to purchase orders.
 - Organizes and carries out administrative assignments; researches, compiles, and organizes information and data from various sources on a variety of specialized topics related to programs, such as statistics submitted to the Department of Justice; checks and tabulates standard mathematical or statistical data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
 - Develops and implements filing, index, tracking, and record-keeping systems; researches records within areas of assignment to prepare reports and provide follow-up information to customer and staff inquiries.
 - Processes new hire paperwork, personnel action forms and sensitive/confidential materials; maintains department personnel files.
 - Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organization and functions of a municipal law enforcement department.
- Departmental and City policies and procedures.
- Rules and regulations governing department programs including registration of narcotics, arson and sex offenders.
- Rules and regulations governing the process to obtain a Carry Concealed Weapons Permit.
- Methods and techniques of researching and compiling data for report preparation.
- Guidelines with respect to the release of department documents for cases under prosecution by the County District Attorney's Office.

- City procurement policies and procedures.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Business mathematics and basic statistical techniques.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Complex record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, methods, and computer equipment which may include, but is not limited to, mobile technology and electronic devices, and software related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Provide varied and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the City, Department and outside agencies as necessary to assume assigned responsibilities.
- Interpret, apply, and explain rules, policies, codes, and procedures, including police terminology and law enforcement codes.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs relevant to work performed.
- Understand and follow oral and written instructions.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be

Equivalent to the completion of the twelfth (12th) grade and four (4) years of increasingly responsible secretarial experience.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with frustrated or irritated individuals in interpreting and enforcing department policies and procedures.