

# JOB DESCRIPTION AND SPECIFICATION

TITLE: ADMINISTRATIVE ASSISTANT

DEPT: POLICE

HOURS: PART-TIME

## GENERAL PURPOSE

Perform a wide range of administrative and office support activities for the department and/or managers and supervisors to facilitate the efficient operation of the organization.

## MAIN JOB TASKS AND RESPONSIBILITIES

- Answer, screen and transfer inbound phone calls
- Receive and direct visitors and those citizens requiring police service
- General clerical duties including photocopying, fax and mailing
- Maintain electronic and hard copy filing system
- Retrieve documents from filing system
- Handle requests for information and data
- Resolve administrative problems and inquiries
- Prepare written responses to routine inquiries
- Prepare and modify documents including correspondence, reports, drafts, memos and emails
- Schedule/coordinate meetings, appointments and travel arrangements for officers/supervisors
- Prepare agendas for meetings and prepare schedules
- Record, compile, transcribe and distribute minutes of meetings
- Open, sort and distribute incoming correspondence
- Maintain office supply inventories
- Coordinate maintenance of office equipment
- Coordinate and maintain records for staff, telephones, parking and petty cash
- Work closely with other city departments and other criminal justice agencies

## **EDUCATION AND EXPERIENCE**

- Computer skills and knowledge of relevant software
  - PC Operating System (Microsoft Windows 7 Professional and Windows 10)
  - Microsoft Office 365 Suite (Word, Excel, Outlook)
  - Internet Browser (Microsoft Edge, Google Chrome)
  - Adobe Acrobat Pro DC
- Knowledge of operation of standard office equipment
  - Windows PC Environment
  - Printers, copy machine, fax machine, scanner
- Knowledge of clerical and administrative procedures and systems such as filing and record keeping
- Knowledge of principles and practices of basic office management
- High School Diploma or GED
- Prior experience in a law enforcement/criminal justice setting a plus, but not necessary (on-the-job training is provided)

## **KEY COMPETENCIES**

- Communication skills - written and verbal
- Planning and organizing
- Prioritizing
- Problem assessment and problem solving
- Information gathering and information monitoring
- Attention to detail and accuracy
- Flexibility
- Adaptability
- Customer service orientation
- Teamwork
- Remain calm in stressful, tense and sometimes confrontational situations
- Keep private, confidential and sensitive information from disclosure

## **SUPERVISOR**

The employee who meets the requirements will be under the direction of the Lieutenant.