

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 agency, its officers and supervisors to facilitate the efficient operation of the department.

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, scanning, faxing, mailing, emailing
- Maintain electronic and hard copy filing system
- Manage documents in filing systems
- 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/mail
- Order, maintain and manage office supply inventories
- Coordinate maintenance of office equipment
- Coordinate and maintain records for staff, accounts, parking and petty cash
- Work closely with other city departments and other criminal justice agencies

EDUCATION AND EXPERIENCE

- Computer skills and knowledge of relevant modern software applications
 - PC Operating System (Microsoft Windows 10 Professional)
 - Microsoft Office 365 Suite (Word, Excel, Outlook, PowerPoint)
 - 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, phones
- Knowledge of clerical/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 criminal justice a plus, but not necessary (on-the-job training provided)

KEY COMPETENCIES

- Exceptional 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, and teamwork
- Customer service orientation
- Remain calm in stressful, tense and sometimes confrontational situations
- Keep private, confidential and sensitive information from disclosure
- Obey lawful orders, written directives, city/state/federal laws

SUPERVISOR

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