



Administrative Assistant –Police Secretary – Full-Time Job Description

Provides administrative support to the daily operations of the Police Department. This position performs a variety of routine clerical and/or administrative work in support of law enforcement, interacting with the public, employees, and vendors. Answering questions, obtaining and distributing information or coordinating department programs/projects.

Reports to: Police Chief

Exempt: No

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job related tasks other than those specifically presented in this description.

1. Ensures consistent delivery of excellent customer service to citizens, visitors, and city employees. Responds to public inquiries, receives and directs all non-emergency calls to appropriate personnel.
2. Communicates in a timely and professional manner with citizens, visitors, city employees, vendors applicants and the public, representing the best interest of the City anticipating needs and resolving customer service inquires and other issues.
3. Conducts a verity of general reception office duties including preparing correspondence and receipt of deliveries.
4. Monitors lobby and is active in presenting a professional, organized, comfortable and safe environment for our citizens, visitors, vendors, applicants and the public.
5. Assists officers and other agencies in researching information, records and dispatching calls for service in the lobby.
6. Collect statistical data and review case files for compliance and accuracy with state and federal guidelines with National Incident Based Reporting.
7. Prepare cases to be transferred to the appropriate agency for prosecution.
8. Ability to be comfortable in testifying in court to verify records for the Police Department.
9. Maintains the absolute confidentiality of all records and information.

10. Complies with all City, Police Department policies, procedures, state law and federal law to assure the safety of public personnel and the public.
11. Responsible for operations of video media equipment and the filing of duplicated files and video disks.
12. Responsible for copying, distributing, and entering reports in the computer.
13. Responsible for copying and distributing citations.
14. Responsible for the Adjudication Court Process.
15. File various reports and handle incoming mail.
16. Maintain up to date logs and tracking forms of case files and information.
17. Adheres to assigned work schedule as directed; ensures all behaviors comply with the City Personnel Rules and Regulations.
18. Performs other duties assigned.

Qualification Requirements

- Principles and procedures of administrative practices and process associated with local government, law enforcement and municipal court offices or functions or possess ability to acquire and put such knowledge into practice.
- General computer operations, specifically familiarity of Microsoft Office software.
- Office machines, such as scanner, computer, copier and fax machine; and of office practices and procedures.
- Able to maintain a pleasant and courteous demeanor working in a fast pace environment.
- Establish and maintain an effective working relationship with all levels of management, City officials, vendors, other employees, and the public.
- Communicate effectively in person, by telephone, and by e-mail with all levels of management, City officials, vendors, other employees, and the public.
- Meet deadlines and perform multiple tasks under pressure.
- Effectively respond to a stressful or high-pressure environment.
- Work in a multi-task environment.
- Basic ability to read and have the basic knowledge of grammar and spelling.
- Basic mathematical skill to complete reports and basic bookkeeping.
- Able to perform multiple tasks efficiently and applies knowledge of procedures to fulfill essential job duties.
- Ability to organize, prioritize, and carry out office work with minimal supervision.
- Maintain a professional appearance and attire.

Education/Experience Required

- High School Diploma, GED or equivalent is required.
- Clerical experience with a primary emphasis in customer service.
- Must possess a valid Driver's License.
- Must pass a Police background check.

Working Conditions

The work condition characteristics described here are representatives of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is confined mainly to an office setting.
- May include flexible hours, including weekends, holidays and some after-hours work or overtime work in response to emergencies.
- Stressful situations are inherent to this position.
- Work may occasionally require travel, including over-night stays, involving training and conducting City business.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Depending on assignment, this position typically requires touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, this position could typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.

This job description does not restrict management's right to assign or reassign duties and responsibilities to this job at any time.

This job description is subject to change at any time. The City of Genoa is committed to compliance with the American Disabilities Act & Accommodations Act. If you require reasonable accommodation during the application process or have a question regarding an essential job function, please contact City Hall at (815) 784-2327.

The City of Genoa is an Equal Opportunity Employer and provider.

Employee Name: _____ Date: _____

City Representative: _____ Date: _____