

ADMINISTRATIVE SUPPORT SPECIALIST

General Statement of Duties

Performs responsible administrative support functions the Police Department.

Distinguishing Features of the Class

An employee in this class is responsible for administrative support for the Police Department including the Chief and other department staff. Work includes serving as receptionist and providing customer service to visitors and callers regarding police and other services; processing, data entry, collection, and storage of law enforcement records, reports, and other information; researching and compiling various information for department staff and /or the public; and serving as terminal agency coordinator for the departmental DCI computer system. The employee reviews and enter a wide variety of records and data into computerized data bases (DCI Terminal, PCI base, law enforcement package, and word processing systems) as well as maintain manual records. Other duties include screening calls and handling questions, problems and complaints regarding police information and services; copying and collating reports; reviewing reports for accuracy and thoroughness; preparing materials for filing and filing them; processing mail; and related work. Work also requires knowledge of specialized law enforcement software. The employee is expected to follow standard processes and to assure the confidentiality and security of records and evidence. The employee works in an inside office environment. Work is performed under regular supervision and is reviewed through observation, conferences, reports, and review of work performed in the assigned function.

Duties and Responsibilities

Essential Duties and Tasks

Provides information via phone and walk-in traffic to the public and other agencies related to records, departmental policies or services, or related issues; answers a wide variety of incoming calls and provides information or routes calls to appropriate persons; provides copies of accident reports to the public and collects appropriate fees.

Receives, sorts and enters a variety of records and reports into the law enforcement computer system including incident reports, supplemental reports, pawn tickets, arrest sheets, juvenile custody sheets, accident reports, warrants, property sheets, officer reports, evidence, and other reports; files and retrieves these records and reports; tracks and monitors paper service from the court for quality assurance and accountability purposes.

Generates and makes copies for department staff or the public; copies and collates a variety of records and reports; prepares reports and records for filing and files them.

Researches records as necessary and required; handles information confidentially and in accordance with laws and operating procedures.

Serves as information source for law enforcement records for insurance companies, attorneys, news media, and the general public; prepares and distributes new releases.

Opens and distributes mail for the department.

Conducts data entry and retrieval of information on DCI computers; serves as Terminal Agency Coordinator for DCI and files required reports.

Performs typing and transcription of various documents using typewriter or word processing equipment.

Operates police radio to contact officers in the field.

Additional Job Duties

Assists other office staff and law enforcement officers, as needed.

Performs related duties as required.

Administrative Support Specialist

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Considerable knowledge of the laws, regulations and procedures for custody, storage, tracking and handling of law enforcement records.

Working knowledge of standard office equipment and procedures including specialized law enforcement software, data base and word processing computer applications.

Skill in the application of office technology.

Ability to input data into computer based on federal and state guidelines or internal procedures.

Ability to plan and organize work, files, and records for easy retrieval.

Ability to communicate effectively in oral and written forms.

Ability to develop and maintain effective working relationships with law enforcement officers and staff, other law enforcement agencies, and the general public.

Ability to handle multiple priorities.

Ability to meet deadlines and work standards which may be performed under stressful or emergency conditions.

Ability to handle confidential information and records appropriately.

Ability to handle departmental funds appropriately.

Ability to type and perform data entry with appropriate speed and accuracy and to proof own work.

Physical Requirements

Must be able to physically perform the basic life operational functions of reaching, lifting, fingering, grasping, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to move objects.

Must possess the visual acuity to prepare data and statistics, operate a computer terminal, do extensive reading, and perform visual inspection of work performed.

Desirable Education and Experience

Graduation from high school and experience in records or general administrative support requiring public contact, accurate data entry and multiple procedures; or an equivalent combination of education and experience.

Special Requirement

Ability to obtain DCI certification within six months of employment.