

# Oelwein Police Department

## Administrative Assistant



<i>Effective Date</i> <i>July 1, 2013</i>		<i>Number:</i> Chapter 01 Section 07	
<i>Subject</i> <i>Administrative Assistant</i>			
<i>Reference</i>		<i>Special Instructions</i>	
<i>Distribution: All Staff</i>	<i>Reevaluation Date</i>		<i>No. Pages</i> <b>03</b>

### I. GENERAL PURPOSE

Performs a variety of routine clerical, administrative, and technical work in receiving and dispatching routine and emergency information; keeping official records; and assisting in the administration of the standard operating policies and procedures of the dispatch center.

#### A. Supervision Received:

Works under the close supervision of the Chief of Police or designee.

#### B. Distinguishing Features of Classification:

This position performs highly responsible secretarial and administrative support work involving performance of a wide variety of general office duties for the Chief of Police and Supervisory Staff as well as other assigned department personnel. The work is performed under the general direction of the Chief of Police but considerable leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires that an employee in this class establish and maintain close and cooperative working relationships with supervisory personnel, other office personnel, and the general public; provide the full range of secretarial services to the Chief of Police; possess a thorough understanding of his or her supervisor's authority and areas of responsibility; and may supervise the work of temporary employees as

required. An employee in this class may also be assigned responsibility for performing department or office bookkeeping duties. Because employees in this class may be located in environments associated with law enforcement, public safety, social services, frequent public contact, and/or high volume production, the work may be performed under considerable stress.

#### C. Essential Duties and Responsibilities:

- Serves as the personal and confidential secretary to Chief of Police and other assigned department personnel;
- Takes verbatim dictation by shorthand, speed writing, or machine, and transcribes letters, reports, statements, specifications, memoranda, and other related materials, including confidential correspondence and reports;
- Responds to letters or memoranda within assigned areas of responsibility and drafts responses to other letters or memoranda for review and approval by supervisor;
- Takes minutes of meetings and drafts minutes of meetings for approval;
- Receives and screens visitors, telephone calls, faxes, mail, and messages directed to office personnel;
- Receives requests from the public for department-related information and provides such information or directs requests to other appropriate department or other City personnel;



- Listens to and processes complaints from the public relating to department or City operations and takes appropriate action to resolve or refer such complaints;
- Interprets and applies departmental rules, policies, and regulations in accordance with prescribed procedures and guidelines;
- Maintains files and records of correspondence, reports, memoranda, legal documents, minutes, and other materials as instructed and makes complete and up-to-date files and records quickly available to supervisor and other office personnel as requested;
- Prepares correspondence, memoranda, reports, agendas, schedules, assignment sheets, newsletters, bulletins, and time-sensitive narrative and statistical reports as instructed and requested by supervisor and other designated office personnel;
- Copies, packages, and distributes a variety of written materials as requested by designated office personnel;
- Arranges appointments and coordinates conferences, notifies participants, prepares and distributes agenda and accompanying materials, arranges meeting details, and follows-up on decision items;
- Compiles and maintains records relating to department personnel, including training activities, sick leave, vacation, overtime, and related records;
- Prepares and processes payroll for department personnel and prepares related reports;
- Collects data for and prepares statistical reports and other information on department operations, activities, and special projects, including development of the department's budget and capital plan and operational programs;
- Collects payments and writes and records receipts for cash and non-cash items;

- Manages department accounts receivable and accounts payable processes in accordance with established policies and procedures or as assigned;
- Maintains department reference books, journals, and other publications as assigned;
- Participates in the coordination and operation of special department division programs and projects and programs;
- Prepares and processes program applications and permits appropriate to the department's operations;
- Maintains assigned department inventories and prepares related reports as required;
- Attends meetings, conferences, and workshops as requested and authorized;
- Performs related work as required.

*Necessary Knowledge, Skills, and Abilities:*

- Thorough knowledge of modern office procedures, practices, and equipment;
- Thorough knowledge of departmental programs, policies, and operations as applied to the work performed;
- Thorough knowledge of modern office filing systems and procedures;
- Thorough knowledge of modern standard bookkeeping principles, practices and procedures;
- Ability to communicate well with others, both orally and in writing;
- Ability to understand and follow complex oral and written instructions;
- Ability to establish and maintain effective working relationships with other office employees, supervisory personnel, other City employees, and the general public;
- Ability to operate a personal computer using standard word processing, spreadsheet, and database applications appropriate to assigned duties;
- Ability to take and transcribe dictation using shorthand, speed writing, or transcription machine;
- Ability to maintain clerical records of considerable complexity and to prepare reports from such records;



- Ability to locate and read technical documents related to department or office functions;
- Ability to understand and make work decisions in accordance with department rules, regulations, policies and procedures;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of clerical, secretarial, bookkeeping, and administrative support tasks with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ingenuity and inventiveness in the performance of assigned tasks;
- Requires regular and punctual attendance at work;
- Ability to communicate verbally in English.

*Acceptable Experience and Training:*

- Graduation from high school, preferably supplemented by additional education and training in secretarial science or office management; and
- Considerable experience in the performance of secretarial or office management duties, including bookkeeping, preparation of reports and managing accounts receivable, accounts payable, and office inventories; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work

**D. Physical Demands:**

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate effectively with others in person and over the

telephone;

- Sufficient vision, with or without reasonable accommodation, which permits the employee to prepare, review, and file a variety of written documents in both electronic and hardcopy forms;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a personal computer and to transport files as requested;
- Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to access and transport files as requested;
- Ability to sit for extended periods of time;
- Ability to pass employment physicals including drug testing.
- The employee must occasionally lift and/or move up to 25 pounds.

**E. 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. The noise level in the work environment is usually quiet.

**F. Selection Guidelines:**

Formal application- rating of education and experience – written tests – Assessment Center Process - oral interview and reference check - job related tests may be required. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job

change.

