

City of Jonesboro

POSITION DESCRIPTION

POSITION TITLE:	Administrative Assistant to the Chief of Police	EXEMPTION STATUS:	Non-Exempt
JOB FAMILY:	Administrative (Full-Time)	JOB LEVEL:	Grade 8, Hiring Rate \$15.10 per hour
GENERAL POSITION SUMMARY:	This position is responsible for performing executive-level administrative support and office coordination for the chief of police.	<u>POSITION RELATIONSHIPS</u> SUPERVISES: (TITLES)	N/A
		SUPERVISED BY: (TITLE)	Chief of Police or Designee

DEFINITION:

Under administrative direction, incumbent provides support for the Chief of Police. Work involves coordinating departmental correspondence, answering the phones, greeting the public, compiles time sheets, calculating payroll, managing calendars, attending meetings and composing a variety of letters, memoranda and instructions.

Position requires an extensive depth of expertise and knowledge in specializing functions or business areas that can be used to develop policies and procedures as well as determining efficient and innovative ways to accomplish the City's strategic priorities.

SUPERVISION RECEIVED AND EXERCISED

Administrative direction is provided by the Chief of Police or designee.

GENERAL DUTIES AND RESPONSIBILITIES:

- To support the vision, mission and guiding principles of the City.
- Skills in public/employee relations and problem solving. Ability to handle multiple tasks simultaneously. Must have effective communication skills, ability to work in fast-paced environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Coordinates and manages departmental correspondence; responds to requests and inquiries made to the chief of police as necessary;
- Receives inquiries and complaints from the public; coordinates with others as necessary to obtain the required information; may compose appropriate written responses;
- Assists in researching and preparation of reports; acts a liaison to expedite the flow of information;
- Receives visitors, schedules appointments, and provides customer service for information requests; may open, sort and distribute mail;
- Coordinates activities to ensure timely submission of documents or information the may be required of several staff personnel to complete major project;
- Composes a variety of letters, memoranda, instructions, and other documents on own initiative or from brief notes or oral instructions;
- Performs administrative functions for the police department, including purchasing, ordering and tracking supplies; oversees petty cash fund;
- Compiles time sheets for police department personnel; calculates payroll and accounts for employees' time;
- Manages calendar for the Chief of Police; coordinates meetings and appointments;
- Prepares various weekly and monthly reports;
- Attends meetings; types agendas and detailed meeting minutes;
- May assist the Municipal Court on court days by processing payments and performing other administrative duties as needed;

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- Performs other related duties as assigned.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Any other duties as assigned.

JOB SCOPE

Job has recurring work situations involving high degrees of discretion. The need for accuracy and effective utilization of available resources is high. Errors in judgment could cause disruptions to the City's mission and adversely impact attainment of the City's goals. Incumbent operates under the direction of Chief of Police or designee.

COMMUNICATIONS/CUSTOMER CONTACT

Contacts are across the entire City community and in a leadership capacity. Community contact is a critical component of success in developing good will and support of City programs and initiatives.

COMPETENCIES/SPECIFIC EXPERIENCE OR TRAINING PREFERRED:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MINIMUM TRAINING AND QUALIFICATIONS

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities

Education:

- Associate's Degree, preferred, or two years of college coursework
- Three (3) years of progressively administrative work
- Equivalent combination of education and experience.

KNOWLEDGE, SKILLS AND ABILITIES

- Basic knowledge of the practices and procedures involved in law enforcement DDS recordkeeping and confidentiality.
- Knowledge of City policies, procedures, codes, ordinances and applicable State, Federal and local laws;
- Knowledge of City geography;
- Knowledge of modern office practices, methods, equipment, and standard clerical procedures;
- Knowledge of recordkeeping techniques;
- Knowledge of statistical recordkeeping techniques;
- Knowledge of basic bookkeeping practices;
- Knowledge of basic math and accounting practices;
- Knowledge of appropriate contacts for related police and court issues;
- Skill in operating a computer and entering data into the database;
- Skill in performing tasks that require accuracy and attention to detail;
- Ability to read and comprehend various technical reports and legal terminology;
- Ability to handle confidential information;
- Ability to handle stressful situations;
- Ability to communicate with confrontational people;
- Ability to maintain accurate records;
- Ability to type and enter data correctly;
- Ability to maintain accurate and complete records;
- Ability to prepare monthly reports;
- Ability to communicate clearly and concisely, both orally and in writing;
- Ability to deal tactfully and courteously with customers and the general public by telephone and in person;
- Ability to establish and maintain positive working relationships with those contacted in the course of work.

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ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of automated office machines, which may include a computer, printer, typewriter, facsimile machine, copier, calculator, or telephone. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds frequently. Physical demand requirements are at levels of those for sedentary work. Must be able to lift and/or carry weights of twenty to forty pounds.

DATA CONCEPTION: Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to co-workers or assistants.

LANGUAGE ABILITY: Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures. Requires the ability to write reports and essays with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand relatively complex principles and techniques, to make independent judgments in absence of supervision, and to acquire knowledge of topics related to primary occupation.

VERBAL APTITUDE: Requires the ability to record and deliver information, to explain procedures, and to follow verbal and written instructions.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas, add and subtract totals, multiply and divide, determine percentages, and determine time and weight.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually with office equipment and recording devices.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using automated office equipment.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have minimal levels of eye/hand/foot coordination.

COLOR DISCRIMINATION: Requires the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people beyond giving and receiving instructions. The worker needs to relate to people in situations involving more than giving or receiving instructions such as in interpreting assignments and instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

JOB CONDITIONS:

The following physical demands are typically exhibited by position incumbents performing this job's essential duties and responsibilities. These physical demands are not and should not be construed to be job qualification standards, but are illustrated to help the employee and/or applicant identify tasks where reasonable accommodations may need to be to an otherwise qualified person is unable to perform the job's essential duties due to an ADA disability. While performing duties of this job, the employee can frequently be in a vehicle, and can sit in an office for extended periods of time. The employee will occasionally have to physically control persons of varying weights and exert a great deal of physical effort for normally short

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periods. The employee exhibits good eye/hand coordination when firing a weapon. The employee normally must be able to communicate verbally in a professional manner with general public, and to hear.

The City of Jonesboro is an equal opportunity, drug-free employer committed to diversity in the workplace.

ASSOCIATE SIGNATURE CONFIRMS RECEIPT OF DESCRIPTION

_____/_____/_____
DATE

APPROVED BY MAYOR

APPROVED CITY MANAGER
DATE CREATED/UPDATED: (12/27/2018)