

SENIOR OFFICE ASSISTANT - POLICE DEPARTMENT

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of a police sergeant (or higher ranking officer), the incumbent of this class performs a wide variety of complex office/clerical duties necessary for the efficient operation of a municipal police department or division thereof. Departmental files may be maintained either manually, or on a computer, depending on the jurisdiction and its resources. This position requires skill in the operation of a computer using various software applications. The Senior Office Assistant – Police Department is a responsible clerical position that functions in an "office manager" role and involves a considerable amount of contact with police officers, court personnel and the general public. The incumbent is expected to exercise independent judgment over matters to which assigned. Supervision may be exercised over subordinate personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Provides general administrative/clerical support service to enhance the operation of the police department;

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Reviews incoming reports and files;

If applicable, distributes workload and reviews and evaluates the work that has been processed;

Resolves questions concerning processing of reports, i.e. complaint, accident, aided case, missing person, arrest report, etc.;

Develops and maintains all office support procedures both directly and through supervision of staff;

Receives the general public requesting documents pursuant to Freedom of Information Act;

Receives and collects all fees and prepares fees for deposit;

Compiles data and types summary reports for various agencies at the Federal, State, County and Local level;

Maintains all records, reports, and files and codes all files according to a complex system of offense categories;

Answers telephone and refers callers to appropriate party;

Processes arrest reports for department, court and prosecutors;

May instruct new employees in the specialized work to be performed;

May operate radio-telephone communication system;

May occasionally serve as relief Dispatcher;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

May, depending on assignment, be responsible for department attendance records, purchase orders, filing worker's compensation forms, petty cash, maintenance of personnel files;

May, occasionally be assigned to matron duty as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of office terminology, procedures, equipment, business arithmetic and business English; good knowledge of the office functions of a municipal police department; good knowledge of terminology and procedures used in a municipal police department; good knowledge of office record keeping practices; good knowledge of the capability of computer applications to produce various formats such as correspondence, reports, tables, charts and to file and retrieve information; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; ability to get along well with others; good judgment; confidentiality; accuracy; ability to manipulate a standard alphanumeric keyboard at a rate of not less than 35 words a minute; ability to deal effectively with the public; ability to understand and carry out oral and/or written directions; tact; discretion; dependability; honesty; courtesy; initiative; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and four (4) years of work experience in which the primary function of the position was performing general office/clerical work that included the use of computer applications to maintain records, produce correspondence or spreadsheets, two (2) years of which must have been in a law enforcement agency.

SUBSTITUTION: Satisfactory completion of 30 credits* at a recognized college or university may be substituted, on a year for year basis, for up to two (2) years of the general office/clerical work as described above. However, there is no substitution for the two (2) years of work experience described above in a law enforcement agency.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

SPECIAL NOTE #2: Incumbents may be required to pass a criminal background check or similar investigations in order to access various police databases.