

KITSAP COUNTY CLASSIFICATION DESCRIPTION

TITLE: ADMINISTRATIVE SUPPORT SPECIALIST

DEPARTMENT: Kitsap County Sheriff's Office

REPORTS TO: Lieutenant or Sergeant

GENERAL STATEMENT:

An incumbent in this position independently performs complex and difficult administrative support for the Sheriff's Office. This position has major independent administrative responsibilities, including functioning as the office coordinator for a division of the Sheriff's Office. The incumbent accomplishes varied administrative projects, conducts research, makes decisions and takes action for their supervisors within scope of delegated authority in administrative matters. The incumbent must be able to deal with a high degree of stress, multiple simultaneous requests for assistance, and maintain accurate and efficient control of the work for which they are responsible.

Work is performed with minimum supervision or instruction, requiring sound judgment, good leadership, and initiative, with considerable latitude to develop sound procedures and practical systems within established guidelines. Work is reviewed by the supervisory staff through interactive observation and work product review.

ILLUSTRATIVE EXAMPLES OF DUTIES: (Any one position may not include all of the duties listed nor do the listed examples include all which may be found in the positions of this class.)

Essential Job Functions:

Provide administrative support for divisional programs and projects. Operate a personal computer/computer terminal in the performance of assigned administrative duties. Prepare reports, correspondence, forms and other documents from general instructions, rough draft or corrected copy. Draft, review, and send letters and other correspondence for managerial staff. May transcribe dictated reports and taped statements.

Coordinate arrangements and activities that require extensive contacts within and outside of the division and department. Schedule assigned work in line with general priorities established by supervisor; maintain calendar of due dates and initiate recurring work or special projects accordingly.

Undertake specially assigned administrative data research to develop or retrieve information from non-standard sources; compile and evaluate data to meet defined objectives. Conduct special studies and prepare reports as assigned. Assist with statistical analysis and prepare reports of assigned division activities.

Receive complaints involving deputy conduct. Disseminate/refer information to appropriate person or division. Receive calls from the public. Ask questions of callers and gather needed information. Respond to inquiries or requests for information or assistance from the public and other departments and agencies regarding departmental policies and procedures.

Enter and retrieve a variety of data and information from various law enforcement computer systems including WACIC, NCIC, ACCESS, CAD and LJS systems. Enter, research and retrieve information from County databases. Research driver's license and vehicle information. Run background checks and order credit checks. Obtain Department of Licensing photos and contact other police agencies.

Coordinate the administrative portion of special programs such as the sex offender registration program. Reviews, screen and direct referrals from other agencies, including Child Protective Services, Adult Protective Services and other similar agencies and create appropriate reports. Assist the detectives in the gathering of information and data regarding investigations.

Communicate with courts, Prosecutor's Office, schools, businesses and the general public to obtain, convey and verify information. Forward reports to the appropriate staff person. Act as a liaison between public agencies, the Prosecutor's Office and the Sheriff's Office regarding ongoing investigations. Assist in reviewing reports released to the media. Distribute court notices and subpoenas as appropriate.

Utilize video imaging equipment to print out booking photos and to create photo lineups and wanted posters and registration and notification posters.

Maintain division personnel roster and address database. Revise shift assignments every three months. Post for sign-up all approved off-duty assignments.

Provide information to management regarding administrative supplies and needs. Research product information. Order office supplies and equipment for division, working with purchasing, as appropriate. Track purchases and receipts. Maintain annual equipment maintenance and inventory records.

Assist in budget preparation and monitoring for assigned division. Maintain a petty cash fund and record transactions in a ledger. Prepare and maintain leave balance reports.

Prepare meeting agendas, take notes at meetings, and prepare minutes. Forward minutes to appropriate staff. Organize, prepare materials, and provide staff support for conferences, workshops, public forums, training, etc.

Devise and evaluate office procedures, technical filing and indexing systems and forms for own use.

Assist training officer in record entry, filing, and typing. Make travel arrangements as necessary.

Arrange and coordinate maintenance of division offices.

May maintain a suggestion box. Log suggestions and direct them to the appropriate division.

Appear for scheduled work with regular, reliable and punctual attendance. Establish and maintain cooperative, effective, and productive working relationships using tact, patience and courtesy. Effectively plan and organize work and complete tasks within prescribed timeframes.

May be required to work over 40 hours in a workweek.

Other Job Duties:

Provide back up for Support Staff as needed.

Perform other related duties as required.

WORKING CONDITIONS/PHYSICAL ACTIVITIES:

Work is performed in an office environment, sometimes in a high-stress environment, and involves contact with the public. Sitting may be required for long periods of time. The ability to operate a computer and collect, assimilate and analyze data and information is required. Attendance at meetings may require working evenings and other non-standard hours on occasion. Telephone and in-person contact with the public, special interest groups, government agencies and County departments and officials require the ability to communicate effectively. Possible exposure to physical hazards associated with working around difficult, sometimes violent, individuals is inherent to this position.

KNOWLEDGE & ABILITIES:

Knowledge of: Office administration practices, principles and techniques. Policies, procedures, and practices applicable to public office functions. Effective telephone techniques. Data collection procedures and methodology. Research and analysis methods. The use and care of personal computers and related peripherals. Computer software application programs including Word, Access, and Excel. General and specialized office practices and procedures including the correct and effective use of language and business arithmetic. Law enforcement environment is helpful.

Ability to: Communicate clearly, courteously, cooperatively, and effectively with people, in person or by telephone, from diverse racial, economic, and ethnic backgrounds. Learn federal and state laws, local ordinances, and established principles, practices and procedures as related to law enforcement. Prioritize workload to meet deadlines. Type and enter data accurately. Operate standard office equipment and machines, such as personal computers/computer terminals, calculators, copiers, fax machines and multi-line telephones. Express ideas and convey information effectively, both orally and in writing. Establish and maintain effective working relationships with other employees and departments, public and private officials, attorneys, criminal justice personnel, and the general public. Effectively work under stressful conditions (multiple deadlines, frequent interruptions, contact with upset members of the public). Maintain a professional demeanor. Work cooperatively as a team member. Understand and execute complex oral and written directions. Apply good judgment and discretion in varied and often difficult situations. Learn County accounting and database systems, as well as ACCESS, NCIC, WACIC, and CAD. Keyboard accurately at a speed of 45 words per minute.

QUALIFICATIONS:

Three years of progressively responsible secretarial or clerical experience, which includes six months of word processing, personal computer or other computer experience, is required. One year of college or business school may be substituted on a month-for-month basis for up to one year of the required experience. Word processing experience in an office setting is required, preferably using Word. Additional experience with Microsoft Excel and Access is preferred. Ability to type accurately at 45 words per minute is required. Transcription experience is preferred.

LICENSES, CERTIFICATES, & OTHER REQUIREMENTS:

Must be able to pass a multi-phase testing process, which may include a police background check, hearing test, and polygraph test.

Must be able to obtain certification as a Notary Public within six months of appointment.

Must be able to meet all traveling requirements of the position. If utilizing a personal or County owned vehicle in the performance of County work, must possess and maintain a valid Washington State Driver's License and the appropriate amount of automobile insurance.

Must be able to complete other job-related certifications including ACCESS operation, etc.

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