

City of Washougal

JOB DESCRIPTION

Title Administrative Assistant Department Police
Exempt/Non-Exempt Non-Exempt Reports to Police Chief
Pay grade 307W 10 Effective date July, 2015

General Position Summary:

Responsible for providing high level administrative assistance to City Police Department. Performs radio dispatching and clerical duties including phones, typing, record keeping, and numerous complex data entry projects. Greets and assists visitors. Operates centralized computerized enforcement service system (ACCESS). Compiles assorted official and confidential reports.

Essential Functions/Major Responsibilities:

- Communicate with officers over radio and phone; dispatch police and animal control officers for non-emergencies
- Greet and assist visitors with questions and requests; direct to the appropriate personnel as needed
- Answer incoming phone calls for the department; direct questions to the appropriate Police personnel as needed
- Enter payroll information for Police Department; enter time card information, overtime, absences, and leave
- Serve as department Purchasing Agent; with approval of the Police Chief, order all department equipment and supplies, code purchases and send to City Hall
- Under approval of the Police Chief, settle department payables
- Use ACCESS Computer to enter various data, make inquiries, and validate information by following up on complaints and contacts (i.e. enter/remove protection orders from ACCESS system, perform concealed pistol license checks, perform background checks, etc.)
- Perform finger printing for school system, concealed pistol licenses, bonding licenses, etc.
- Prepare and mail written correspondence for the department
- Prepare and submit official reports to various agencies (i.e. FBI, Washington State, CHIEF, etc.)
- Compile various periodic reports (i.e. monthly Uniform Crime Report, statistical reports, vehicle maintenance reports, etc.)
- Work in correlation with the court system, other police and sheriff's offices, Department of Correction, military, and many other agencies

- Other duties as needed

Secondary Functions:

- Cover for records functions in absence of regular employees
- Dispose of old records
- Inventory equipment and supplies

Job Scope:

This position involves various recurring work responsibilities, with frequent new and varied work situations. The Administrative Assistant is responsible for developing policies and procedures regarding office operations, but operates according to established and well known procedures regarding reports and legal issues. A high degree of complexity is involved in understanding the judicial system, as well as biohazard and confidentiality issues. The incumbent will operate independently under minimal supervision. Work is not routinely checked by a supervisor. An error in work could result in improper legal action by the department or the courts. Errors could potentially affect the image of the department and/or city, and possibly put either at risk of litigation.

Supervisory Responsibility:

This is not a supervisory position.

Interpersonal Contacts:

This position involves frequent communication with others both inside and outside the City. Internal contacts are usually made with Police Department staff or supervisors. External contacts are usually made with citizens and visitors to the Police Station. Most contacts are made on the incumbent's own initiative. These contacts frequently contain discussion about confidential or sensitive matters, necessitating discretion at all times. A large majority of contacts are made on the telephone, but may also occur in person, and occasionally by email.

Specific Job Skills:

Job Specific Skills and Knowledge:

- Excellent organizational skills
- Multi-tasking and prioritization skills
- Strong ability to communicate effectively both orally and in writing
- Strong self-motivation and multitasking abilities
- Knowledge of spreadsheet and word processing software
- Knowledge of police reports; knowledge of Police Department terminology
- Knowledge of City processes for referrals (i.e. business licenses, permits, code

enforcement)

- Ability to type with speed and accuracy
- Ability to operate office equipment including postage machine, copier, fax, etc.
- High integrity and ability to maintain confidentiality

Mental Activities:

- Interpersonal, teamwork, and customer service skills
- Creativity and decision making abilities
- Training and mentoring skills
- Negotiation skills
- Ability to speak, understand, read, and write English
- Ability to exercise independent judgment and/or independent action
- Ability to use discretion in confidential/sensitive matters
- Ability to perform basic math (add, subtract, multiply, divide)

Physical Activities:

- Frequent standing, walking, sitting, stooping
- Continuous hearing and talking
- Continuous fingering, grasping, handling, repetitive motions of the hands and wrists
- Ability to lift and carry 40 pounds; ability to lift, carry, and move file boxes and supplies

Education and/or Experience:

- Some higher education or vocational training specializing in office management or related field
- One to two years administrative, office, or customer service experience
- ACCESS Certification to operate State Computer

Job Conditions:

The current working hours for this position are 8:00 am to 5:00 pm, Monday through Friday, in an inside office environment. The incumbent may be exposed to loud noises and biohazard materials. Working at the Police Station may also expose the incumbent to dealing with armed or otherwise dangerous people. The job includes an extensive amount of computer work, with eight or more hours per week being devoted to data entry work. Multitasking skills are extremely important, as interruptions occur frequently. The incumbent will often have to deal with the public, including irate individuals and frustrating situations. The Administrative Assistant is responsible for maintaining the highly confidential records, reports, and materials under his or her care. In addition, the incumbent is responsible for various city equipment and resources.

I have read and understood the functions, responsibilities, and requirements of this position.

Employee Acknowledgement