

## City of Grand Rapids Job Description

**Job Title:** Administrative Assistant

**Department:** Police

**FLSA Status:** Non-exempt

**Approved By:** City Council

**Approved Date:** May 26, 2015

### Summary:

Performs skilled and specialized administrative, records, and customer service work in support of support for the Police Department. ~~Transcribes interviews, police reports and other documents. Classifies, using State Coding, police incidents. Maintains the police records system and reports police records to the State of Minnesota as required by law and administrative rule. Compiles statistics for analysis at the direction of police department supervisors. Distributes materials as appropriate and performs a variety of clerical duties. Receives general supervision from the Police Captain.~~ The position prepares and transcribes police documents; processes, classifies, codes, maintains, and releases law enforcement records; completed required state and federal reporting; operation criminal justice information systems; complies data and statistics; and provides service to the public and other partner agencies. Work requires a high degree of accuracy, confidentiality, sound judgement, professionalism, and compliance with applicable laws, rules, policies, and records-retention requirements. General supervision is provided by the Police Captain.

### Essential Duties and Responsibilities:

The duties listed 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 that position. Other duties may be assigned.

- ~~• Transcribes reports for use by city, county and state law enforcement agencies.~~
- ~~• Acts as receptionist answering telephone calls, waiting on the public, providing and making copies of reports.~~
- ~~• Provides specialized office support to the Police Department in the transcription of documents, technical, complex and confidential police reports.~~
- ~~• Types materials, reports and documents.~~
- ~~• Prepares and maintains police records and files.~~
- ~~• Ensures correct transcription format and grammar.~~
- ~~• Prepares and maintains police records, including coding and required State reporting.~~
- ~~• Resolves incomplete information, inaccuracies within established guidelines.~~
- ~~• Photocopies, prints and distributes materials in accordance with established department procedures.~~
- ~~• Enters photographs of sex registrants for attachment to their file.~~
- ~~• Performs police records checks for authorized agencies and authorities~~
- ~~• Prepares reports and correspondence.~~
- ~~• Answers in coming telephone calls transferring the call to the appropriate department employee or dispatcher.~~
- ~~• Provides general clerical support in report preparation and submission.~~
- Routes reports to appropriate criminal justice, support and advocate organizations as directed.

- ~~Enters and retrieves data in the Police Records Management System.~~
- ~~Conducts mailings and routes daily mails to the appropriate department members.~~
- ~~Prepares and maintains a variety of files and records; updates files and records as needed.~~
- ~~Operates a variety of office machines including telephone, radio, transcription equipment, computer, copying machine, telephone and related equipment.~~
- ~~Acts as a certified operator of State/National crime records computer in accordance with requirements of the Minnesota Bureau of Criminal Apprehension and the Federal Bureau of Investigation, entering and querying persons, items, warrants and incidents.~~
- ~~Performs related duties as required.~~

### **Working Relationships:**

~~Oral and written communication with the following:~~ Regular verbal and written communication with:

- Local, state and national law enforcement agencies
- City departments and other ~~Various~~ city, county state and federal agencies
- ~~Local, state and national news media~~
- ~~Area fire and emergency service agencies~~
- ~~Businesses and the public~~
- ~~Other criminal justice and advocate agencies~~
- Courts, prosecutors, corrections, and criminal justice organizations
- Fire, emergency medical, social service, and victim-advocacy agencies
- News media, businesses, and members of the public

### **Decision Making and Independent Judgement:**

- Exercises discretion and maintains confidentiality when handling protected, private, nonpublic, or security-sensitive information. ~~in handling confidential information.~~
- ~~Uses discretion and accuracy to report incidents and emergencies to other law enforcement agencies.~~
- ~~Exercises appropriate judgment in analyzing complaints and emergencies to determine importance, time and proper authorities to resolve situations.~~
- Apply established laws, policies, procedures, and records practices when reviewing, coding, processing, routing, and releasing information.
- Identify incomplete, conflicting, or inaccurate information and determine whether it can be resolved within established guidelines or requires referral to supervisory or sworn personnel.
- Prioritize competing assignments, public contacts, deadlines, and time-sensitive requests while maintaining accuracy and service standards.

### **Knowledge, Skills, Abilities and Competencies Required:**

The requirements listed below are representative of the knowledge, skill, ability and/or competency sets required to complete the essential functions at a satisfactory level.

- ~~Ability to think independently and work with minimal supervision~~
- ~~Ability to follow direction, work rules, guidelines, procedures, laws and department policies~~
- ~~Knowledge of criminal justice databases and protocol for maintaining, processing and releasing information~~
- ~~Knowledge of applicable codes, ordinances, statutes and other rules.~~
- ~~Skill in operating office equipment, hardware and software.~~

- ~~• Knowledge and ability in maintaining applicable police/criminal/service records~~
- ~~• Experience in the law enforcement field utilizing public relations/communication skills, comprehension, accuracy and confidentiality relative to police work.~~
- ~~• Knowledge of state laws, city ordinances, administrative rules and court processes.~~
- ~~• Ability to type at a speed, with accuracy, appropriate for the duties, as determined by the City of Grand Rapids Human Resources Director.~~
- ~~• The ability and skills to work well as a member of a team, interacting satisfactorily with members of the police department, other city departments and other criminal justice and social service agencies.~~
- ~~• Ability to establish and maintain effective working relationships with the public, department members, other city employees and other agencies.~~
- Knowledge of modern administrative practices, records management, document preparation, filing systems, and office technology.
- Knowledge of, or ability to learn, law enforcement terminology, police records practices, criminal justice databases, court processes, state incident-based reporting, and applicable records-retention requirements.
- Knowledge of applicable federal and Minnesota laws, administrative rules, city ordinances, and department policies governing criminal justice information and government data.
- Skill in accurate data entry, transcription, proofreading, grammar, spelling, punctuation, document formatting, and records review.
- Demonstrated proficiency using Microsoft Word, Excel, Outlook, and document management systems, including the ability to create complex documents, spreadsheets, reports, forms, and correspondence with a high degree of accuracy.
- Demonstrated keyboarding ability of at least 60 words per minute (WPM) with a high degree of accuracy.
- Ability to maintain strict confidentiality and exercise sound judgment with sensitive information.
- Ability to organize work, manage multiple priorities, meet deadlines, and complete detailed work with minimal supervision.
- Ability to communicate clearly and professionally, both orally and in writing, including during difficult, stressful, or emotional interactions.
- Ability to provide courteous, equitable, and responsive service to employees, partner agencies, and the public.
- Ability to work effectively as part of a team and establish productive working relationships with department members, other city employees, criminal justice partners, and community members.
- Ability to successfully complete and maintain all required BCA, FBI, CJIS, and department training and certifications.

- ~~Experience and certification in the operation of the law enforcement criminal justice computer reporting system and successfully complete training and pass examinations to receive certifications required by the Minnesota Bureau of Criminal Apprehension and the Federal Bureau of Investigation.~~
- ~~Ability to use a high level of judgment and analysis of varied complaints/emergencies to determine importance and routing of calls/information.~~
- ~~Knowledge of the design and operation of records systems.~~

### **Education/Experience:**

~~High school diploma or GED and experience working in an office with clerical support duties or equivalent combination of education and experience. Successfully complete and obtain initial certification in the Minnesota Bureau of Criminal Apprehension Portals testing and certification process, successfully complete and obtain certification in the Basic Operators Course and the Security Awareness Course, within six (6) months of hire. Successfully complete additional related courses as required by the Minnesota Bureau of Criminal Apprehension and the Grand Rapids Police Department.~~

### **Physical Demands:**

~~This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motion and occasionally requires reaching with hands and arms, pushing or pulling and lifting; work requires close vision and ability to adjust focus; vocal communication is required for expressing or exchanging ideas by means of spoken word; hearing is required to perceived information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written for computer data, operating machines and observing general surroundings and activities; work has not exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).~~

### **Minimum Education and Experience**

High school diploma or GED and at least two years of progressively responsible administrative, clerical, records, customer service, or related office experience. Experience in a law enforcement, public safety, legal, court, or governmental setting is preferred. An equivalent combination of education and experience that demonstrates the knowledge, skills, and abilities necessary to successfully perform the essential functions of the position may be considered.

### **Required Training and Certifications**

Must successfully complete and obtain required Minnesota BCA Portals, Basic Operator, and Security Awareness training and certification within six (6) months of hire, or within another timeframe established by the BCA or Police Department. Must complete recurring and additional training and maintain all certifications required for assigned system access and duties. Employment may be subject to a criminal history and fingerprint-based background investigation consistent with applicable requirements.

### **Physical Demands and Work Environment**

Work is primarily performed in an office environment. Performs work in a fast-paced public safety environment requiring frequent interruptions, shifting priorities, and strict deadlines. The position frequently requires sitting, speaking, hearing, keyboarding, data entry, repetitive hand and finger movements, and viewing computer screens and detailed documents. The employee occasionally stands, walks, reaches, bends, pushes, pulls, and lifts or moves items weighing up to 10 pounds. The position requires close visual acuity, the ability to adjust focus, and the ability to receive and exchange detailed information through oral communication. The work environment is generally moderately noisy and may involve regular contact with members of the public and exposure to information or material that may be sensitive or disturbing.

## Reasonable Accommodation and General Disclaimer

To perform this job successfully, an individual must be able to perform each essential ~~duty~~ function satisfactorily. The requirements ~~listed~~ described are representative of the knowledge, skills, ~~and~~ ability, physical demands, and working conditions associated with the position. ~~required~~. Reasonable accommodations may be made to enable ~~qualified~~ individuals with disabilities to perform the essential functions.

~~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 the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.~~

This job description is intended to describe the general nature and level of work performed and is not an exhaustive list of all duties, responsibilities, or qualifications. Duties may be changed or assigned based on operational needs. This job description does not constitute an employment agreement, contract, or guarantee of continued employment.

## Police Department – Administrative Assistant Employee Acknowledgment

I acknowledge that I have received, reviewed, and understand the essential functions, duties, responsibilities, and physical requirements of this position as described in this job description.

I certify that I am able to perform the essential functions of this position, with or without reasonable accommodation. If I believe I require a reasonable accommodation to perform the essential functions of my position, I understand it is my responsibility to notify the Human Resources Department so that the City and I may engage in the interactive process in accordance with the Americans with Disabilities Act (ADA) and applicable state law.

I understand that this job description is intended to describe the general nature and level of work performed and is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with this position. I understand that the City may modify or assign additional duties consistent with the needs of the organization.

By signing below, I acknowledge receipt of this job description and my understanding of its contents.

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Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_