

## 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~~ September 27, 2021

### **Summary:**

Performs skilled, specialized administrative 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 ~~Administrative Sergeant~~ 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.

**Relationships:**

Oral and written communication with the following:

- Local, state and national law enforcement agencies
- 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

**Decision Making:**

- Exercises discretion 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.

**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.

- 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).

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills and ability required. Reasonable accommodations may be made to enable 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.