

FAIRFIELD COUNTY

JOB TITLE: OFFICE ASSISTANT
SHERIFFGENERAL STATEMENT OF JOB

Under general supervision, performs a variety of clerical duties in support of the Sheriff's Department including entering data from incident reports, supplemental reports, booking reports, etc. into the computer; sending appropriate reports to SLED for processing; copying reports as required; filing reports; answering incoming calls; assisting the public; etc. Reports to the Lieutenant of Administrative Services.

SPECIFIC DUTIES AND RESPONSIBILITIESESSENTIAL JOB FUNCTIONS

This position can be assigned to the following area:

1. Front Desk
2. Records
3. Data Entry
4. IV-D

Receives, processes, and transmits a variety of reports such as investigative reports, incident reports, booking reports, supplemental reports, etc. Checks accuracy of, collates, and assigns case numbers to such reports and mails them to SLED as appropriate. Indexes reports and enters information into the computer.

Performs records checks as requested on persons to determine if any criminal history exists on same.

Assists the public with inquiries and needs pertaining to records. i.e. provides copies of incident reports, performs records checks, etc.

Answers the phone; takes messages, directs calls, or provides information to caller as appropriate.

Prepares, copies, or prints out a variety of documents and reports including statistical reports, etc.

Submits appropriate reports to Sheriff, investigators, insurance companies, news media, the public, attorneys, etc.

Maintains a filing system for reports.

Maintains log of case numbers.

Maintains a current list of warrants.

Updates Sheriff's Incident Report notebook.

Utilizes various types of office equipment in the performance of activities including typewriter, computer, copier, message writer, shredder, two-way radio, and general office supplies.

Communicates and interacts with various groups and individuals including supervisor, law enforcement officers, other County personnel, attorneys, the news media, insurance adjusters, etc. in order to provide assistance and provide information and service.

ADDITIONAL JOB FUNCTIONS

Prepares jury slips for mailing as required.

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

High school diploma with one to three years of secretarial/clerical experience, or any equivalent combination of education and experience which provides the required skills, abilities, and knowledge. Must be able to type at a rate of approximately seventy words per minute.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of types of standard office machines and other equipment including typewriter, copier, computer, shredder, etc. Must be physically able to exert up to ten pounds of force occasionally and/or a negligible amount of force

frequently or constantly to lift, carry, push, pull, or otherwise move objects. Position involves mostly sedentary work, but may require walking, standing, stooping, or reaching for brief periods of time. Must be able to lift and/or carry weights of approximately twenty pounds.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes the receiving of information and instructions from supervisor.

Language Ability: Requires the ability to read and comprehend a variety of documents and reports. Requires the ability to prepare documents and reports such as weekly statistical sheets, various report printouts, various logs, etc., using the proper format, punctuation, spelling and grammar. Requires the ability to communicate with co-workers, other County personnel, attorneys, and the general public, etc. with poise, voice control, and confidence.

Intelligence: Requires the ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagrammatic form; to deal with problems involving several concrete variables in or from standardized situations.

Verbal Aptitude: Requires the ability to record and deliver information and to follow verbal and written instructions.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; add, subtract, multiply, and divide numbers; figure percentages and utilize decimals; and determine time and weight.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes in utilizing office equipment.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have moderate levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.

Physical Communication: Requires the ability to talk and/or hear (talking - expressing or

exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear.)

PERFORMANCE INDICATORS

Knowledge of Job: Has considerable knowledge of the practices, procedures, rules and regulations of the department as they pertain to the position. Has knowledge of general office operations, functions, and procedures. Is able to communicate effectively with others over the telephone in a clear and pleasant manner. Knows how to perform duties in a courteous manner and with the utmost integrity in the best interest of the public. Has the ability to compile, review, organize, and process an assortment of records, letters, reports, and related information. Has the ability to use mathematical calculations as required. Has the ability to comprehend, interpret, and apply regulations, procedures, and office operations. Has comprehensive knowledge of the terminology used within the department. Knows how to operate a variety of types of office equipment. Is able to offer assistance to fellow employees as necessary. Is able to understand and complete oral and written requests and work assignments in a timely fashion. Has good clerical, secretarial, and human relations skills.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with all County departments and divisions, co-workers and the public.

Quantity of Work: Performs described "Specific Duties and Responsibilities" and related assignments efficiently and effectively in order to produce quantity of work which consistently meets standards and expectations of the County.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, County policy, standards and prescribed procedures. Remains accountable to assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to County policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with County policy or procedures, etc.

Relationships with Others: Shares knowledge with managers, supervisors and staff for mutual and County benefit. Contributes to maintaining high morale among all County employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, and the public so as to maintain good will toward the County and to project a good County image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the County. Emphasizes the importance of maintaining a positive image within the County. Interacts effectively with higher management, County Administrator, professionals and the public.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the County and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.