

Office Assistant - 4021

Primary Reason Why Classification Exists

To perform general clerical and technical administrative support work for a department and customer service support.

Distinguishing Features of Class

Under limited supervision, performs a variety of maintenance, compilation, retrieval and distribution of official police documents and information. Responsible for Uniform Crime Reporting (UCR) and maintenance of the Records Management System for quality control purposes, and performs related duties as assigned. An employee in this class provides general clerical office functions in addition to technical data analysis for department administration and personnel in coordination with other local, state and federal agencies. Most work is independently performed but receives direct supervision from a division commander or supervisor. Work frequently requires considerable initiative and independent judgment to accomplish recurring or one-time events. Employee must be able to use judgment and discretion in the exercise of duties which may be of a sensitive nature pertaining to personnel or other information. Employees in this class have a considerable degree of public contact, both in person, by phone, or digital correspondence. Work is evaluated on the basis of attaining individual performance objectives, punctuality, and accuracy and thoroughness in work activities.

Illustrative Examples of Work

- Receives incoming calls and directs callers to appropriate parties; responds to citizen or employee inquires and gives information within stated protocols; offers general information about municipal or department policies but does not interpret policies, rules, or regulations
- Participates in the assembling, coding, and recording of information, including incident and accident reports, supplemental reports, tickets, traffic stop reports, arrests, and pawn tickets
- Reviews and evaluates coding submitted for compliance and accuracy
- Provides information and assistance to department personnel for follow-up investigations
- Enters warrants, show-cause orders, and other information to computerized database
- Enters information relative to suspect information and crime data for crime analysis; prepares reports
- May serve as the primary office support role in a smaller department
- Types correspondence, reports, and forms from rough draft, copy, notes or verbal instructions
- Schedules appointments and meetings; maintain department calendar; registers guests or participants in activities
- Disseminates department specific or general program information to appropriate authorities, personnel, or the public if applicable
- Compiles reports and documents with supplements for the preparation of original case file and court case files for the District Attorney's office, local, state and federal agencies
- Collects and accounts for funds related to the issuance of permits, reports, civil citations and other services
- Coordinates, types, and distributes monthly newsletters; types and coordinates printing of brochures and forms
- Collects data for records and reports and prepares data used for employee time keeping

- Maintains departmental filing system and prepares; maintains personnel and payroll data
- Processes accounts payable for the department, completes financial reports, processes billing, and makes bank deposits
- Operates standard office equipment including word processing and computer equipment
- Performs other related duties as assigned

Knowledge, Skills and Abilities

- Thorough knowledge of standard office practices and procedures, utilization of equipment, and clerical techniques
- Knowledge to include departmental policy and procedures; the Unified Crime Reporting (UCR); City rules and regulations; state laws pertaining to the dissemination of records; federal and state privacy laws; administrative codes for permits; General Statutes related to expunctions; and discovery laws; ability to read and comprehend North Carolina General Statutes. These guidelines are generally clear and specific, but may require some interpretation in application
- Thorough knowledge of business English, spelling, and high school level mathematics
- Knowledge of the operations of the department to which assigned
- Knowledge of the department's records management system
- Knowledge of job-related computer software and hardware
- Knowledge of commonly accepted principles and practices of public relations and handling information of a confidential nature
- Ability to maintain and establish effective working relationships with other employees, vendors, and the public
- Ability to operate and maintain modern office equipment including personal computers, fax machines, and printers and to utilize office based software such as word processing, spreadsheets, graphics, and email systems
- Ability to follow oral and written instructions and effectively communicate with others both in writing and orally
- Ability to work without close supervision and prepare and maintain records and reports
- Ability to work with other City personnel, attorneys, court officials, state and federal agency representatives, insurance company representatives, and members of the general public

Physical Requirements

Work is generally sedentary. Employee is required to have the ability to see, hear, talk, and the physical ability to move about the office. Work requires dexterity in the hands for typing and operation of standard office equipment and visual acuity is necessary to read handwritten and typewritten materials and to operate a computer terminal. Employees in this class are also required to lift objects of less than 20 lbs occasionally. The work is typically while sitting at a desk or table or while intermittently sitting, standing, stooping, walking, bending, or crouching.

Working Conditions

Work is primarily sedentary in a controlled office environment without atmospheric variables.

Education and Experience

Graduation from high school or GED equivalency supplemented by coursework in personal computer operation and office management; and between 2 - 4 years of clerical or office support work

Special Requirement

- Valid North Carolina driver's license
- First aid and CPR certification

FLSA Status: Nonexempt (eligible for overtime or equivalent compensatory time at 1½ times the employee's regular weekly rate for all hours worked in excess of 40 hours in the City's official work week and not the employee's work schedule)

Disclaimer

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The Physical Requirements and Working Conditions section of this classification may vary from position to position and a more thorough description of these elements can be found in the employee's Position Analysis Questionnaire (PAQ). The employer reserves the right to assign or otherwise modify the duties assigned to this classification.

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