

Investigative Clerical Assistant

GENERAL SUMMARY

Primary function of this job is to provide specialized administrative and technical support in a public safety department. Assists investigators in conducting research, maintains police records, and assists the public with specialized issues related to department functions. Employees in this job have no formal supervisory role, however, may train, guide, or lead employees in the designated work unit. Employees work as part of a team and are responsible for ensuring that the team meets its objectives.

Employees must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations.

May be required to work on-call in an emergency.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Processes, compiles, research, and analyzes public safety information, and prepares and verifies reports, correspondence, and other documents utilizing applicable software, within established procedures.
- Monitors Detective Bureau radio frequency and keeps general track of officers' locations and schedules to include in radio transmissions and LEIN.
- Assists in processing freedom of information requests.
- Assists investigators by witnessing interviews and making phone contacts, as requested.
- Provides comprehensive customer service, including delivery of accurate, prompt, and courteous assistance on complex policies, guidelines, and standard practices to internal and external customers, both verbally and in writing.
- Performs a variety of specialized research and reporting in assigned area of responsibility and resolves related discrepancies or erroneous data to ensure compliance with established rules, court orders, policies, and laws.
- Participates in/on a variety of meetings, which may include scheduling, preparing agendas, and taking and distributing meeting minutes.
- Transcribes and prepares police reports
- May perform other support staff functions as requested

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Graduation from High School, or G.E.D.
- Two to four years related office experience
- College level course work in a related field may substitute for up to one year of experience
- Must be able to keyboard a minimum of 45 WPM

CERTIFICATIONS, LICENSES

- Valid driver's license and personal automobile insurance and must maintain eligibility to drive under the County's Vehicle policy.
- Must become LEIN certified within 6 months of start date.

CONDITIONS OF EMPLOYMENT (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position. In compliance with Michigan Statutory Provision for the office of Sheriff, the Sheriff of Grand Traverse County reserves the right to make the final decision regarding both the application of these requirements and the hiring of an appropriate applicant for this position within the department.

DISTINGUISHING CHARACTERISTICS

Work involves gathering and analyzing information to determine the best course of action, based on general guidelines or rules of operations. This requires the use of judgment to choose alternatives, many of which may be correct, but one is better than another depending on the situation. Errors may have serious, long-term consequences involving substantial financial costs, significantly reduced service to the public, and/or negative media reaction. Errors affect others outside of a department and may require the intervention of an agency head to resolve.

Compared to the Office Specialist classification, work utilizes specialized knowledge in investigative public safety.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is performed in an office environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as a box of paper)
- May be required to work directly with criminal suspects
- May be required to work mandatory overtime

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Specialized knowledge of public safety and legal practices and procedures
- Proficiency in the development of appropriate written correspondence and reports
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners, and telephones
- Skill in the use of radio equipment for the purpose of public safety
- Skill in use of personal computer software, including spreadsheet development and word processing
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Skilled in researching and resolving problems to ensure compliance
- Ability to develop, layout and implement clerical procedures and operations from general instructions
- Ability to explain complex policies and processes in layman's terms
- Ability to accurately organize and maintain paper documents and electronic files
- Ability to maintain the confidentiality of information and professional boundaries
- Able to use County resources effectively and efficiently