



Grand Traverse County, MI Job Description

Office Specialist – Central Records

GENERAL SUMMARY

Primary function of the job is to provide clerical support for the Records Division of the Grand Traverse Sheriff's Office and Traverse City Police Department ensuring that customers and coworkers receive prompt and professional assistance in person or on the phone. Primary responsibilities include transcribing reports, issuing gun permits, and providing other information upon request both in person and/or over the telephone.

Work is reviewed upon completion for adherence to established policies and procedures and for results obtained. Confidentiality a must. 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)

- Transcribes and prepares police reports.
- Works with handgun registrations and laws.
- Works with the public in person and in answering non-emergency phone calls.
- Processes, compiles, research, and analyzes public safety information, and prepares and verifies reports, correspondence, and other documents utilizing applicable software, within established procedures.
- 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.
- Sorts, files, and maintains materials and filing systems (paper, computer, or imaging); retrieves file materials; and keeps a record of file movement.
- Monitors and maintains appropriate levels of supplies and materials in support of unit operations and activities.
- Uses a wide variety of office machines such as printers, personal computers, facsimile machine, postage machine, adding machine, scanners, and copiers.
- 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 w.p.m.

CERTIFICATIONS, LICENSES

- May be required to possess and maintain a valid driver's license and personal automobile insurance, as well as 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 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.
- Must be able to work all shifts, including weekends, and holidays for this 24-hour operation and 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, legal practices and procedures, and knowledge of other county departments
- 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 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 the 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 searching and resolving problems in order to ensure compliance