



Classification: Administrative Office Support Assistant (Troop)

Title Code: V00010

Pay Range: 15

POSITION SUMMARY: An employee in this position provides administrative and secretarial support, while maintaining a close and highly responsive relationship to the day-to-day activities of the supervisor and staff. Work includes varied clerical and secretarial duties requiring knowledge of office routine and an understanding of departmental procedures. The employee is expected to exercise judgment and initiative in the performance of assigned duties; however, general supervision is provided by the designated supervisor.

DESCRIPTION OF DUTIES PERFORMED (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.):

Provides administrative and secretarial support for the component; recognizes the director's and assistant director's priorities; schedules meetings and appointments for supervisor; makes arrangements for conferences and meetings and assembles established background materials.

Screens telephone calls, visitors, and incoming correspondence; answers all complaint calls, calls on regulations, and calls on component compliance. Opens and distributes mail to proper sources.

Composes or drafts correspondence involving component correspondence, reports, and forms; reviews all component correspondence for typographical accuracy, proper format, internal consistency, and conformance with appropriate procedures.

Collects information from files or staff for routing inquiries or periodic reports; refers non-routine requests to supervisor or staff.

Informs component personnel on all changes as they pertain to the component personnel; tracks internal reports applicable to the component and forwards information to General Headquarters and/or Professional Standards Division.

Identifies and resolves various problems that affect the orderly flow of work of the component; determines when new procedures are needed for changing situations and devising and implementing alternatives.

Develops and maintains internal reports and other component files; compiles records and reports as necessary; prints time keeping reports for supervisors.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Considerable knowledge of business English, spelling, and arithmetic.

Considerable knowledge of modern office practices, procedures, and equipment.

Considerable knowledge of the methods and equipment used in data entry for computer utilization.

Considerable knowledge of the application and interpretation of departmental policies and procedures.

Ability to learn assigned clerical tasks within a reasonable time, to adhere to prescribed routines, and to develop some skill in the operation of office appliances.

Ability to maintain complex clerical records and files.

Ability to make decisions in accordance with laws, policies, and regulations and apply these to work problems.

Ability to prepare reports from varied statistical information.

Ability to type and operate a standard computer keyboard.

Ability to operate basic office equipment as detailed in the description of duties.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED: (The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Possession of a high school diploma or equivalent and possess five years of relevant experience.

Completion of a typing test.

FLSA STATUS: Non-Exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.