

JOB DESCRIPTION

TITLE:	Police Administrative Specialist
DEPARTMENT:	Police
DIVISION:	Skilled Technical
PAY GRADE:	56
FLSA Status:	Non-Exempt
REPORTS TO:	Chief of Police / Deputy Chief of Police

Job Summary:

Performs duties to provide administrative support duties within the Police Department. Police Administrative Specialists perform a variety of law enforcement related support tasks including researching information for investigations or operations, data entry, processing and tracking citations, officer extra duty assignments, and alarm permits, etc. Duties also include processing invoices and payments, providing information to the public, performing investigations for walk-in, phone, or remote complaints or registrations and reporting of the same, and processing work order requests.

Works as a confidential employee and provides assistance for all Department divisions. Acts as a liaison between the Police Department, public, and other agencies. Must be responsible for organizing and performing a multitude of assignments, while providing internal and external customer services. This may be done in a fast-paced, highly visible, hectic environment. Provide accurate and timely information and properly direct inquiries to the appropriate personnel.

Essential Job Functions:

(All functions may not be performed by all incumbents)

- Assist in overseeing information management; computer coordinator for various systems which may include, but are not limited to: LEADS, CAD, RMS, including developing implementation programs.
- Receive and screen office telephone calls as needed. Provide information to callers on police department matters as necessary and reasonable.
- Assist and answer computer system questions from co-workers and/or other departments.
- Maintain or assist in maintaining the Records System and monitor the data entry by adding, updating and deleting information, and running inquiries, searches and management reports.
- Maintain organizational files and records. Maintain general police department office files (i.e. Department Manual of Rules, General Orders, Memorandums, etc.).

- Research and prepare special project information and reports as requested.
- Maintain or assist in maintaining statistical records of Department production and prepare detailed reports for the Chief of Police or Deputy Chief based on the computed figures.
- Field use of data collection devices such as traffic counters or video equipment
- Provide excellent customer service and clear communication. Information and services provided include providing directions, providing information on city and local events, etc.
- Extensive computer knowledge and use of many systems, including Outlook, Word, Excel, PowerPoint and Access. Understanding of departmental finances/budget operation, use of GIS mapping, OSSI /CAD RMS, LEADS, E-JUSTICE, Tazewell County Sheriff's, Tazewell County State's Attorney, and Tazewell County Circuit Clerk's procedures. Maintain, develop and utilize systems and databases, all crime statistics and police contact information, etc.
- Maintain numerous files and logbooks for record-keeping and distribution purposes. Maintain or assist in collecting, compiling, and analyzing current statistical data. Update, maintain and process Washington Police Department and other City agency forms.
- Maintain processing, issuing, maintaining, storing and retrieval of various police reports, including but not limited to Racial Profiling Data submission.
- Solve problems and make decisions within the scope of responsibilities, regarding operational procedures, customer service, time management and team work.
- Perform job functions to minimize liability and safety concerns by properly controlling equipment such as video monitors, door access, etc.
- Systems Administrator back-up for Eventide Recorder, CAD RMS, primary or secondary FOIA Officer.
- Must have an understanding and working knowledge of the Washington Police Department evidence system and may be assigned evidence/property custodian duties.
- Assist in processing traffic, parking and notice of violation or other citations or report transmittal.

Important Job Functions:

- Perform other duties as assigned by the Chief of Police, Deputy Chief of Police and Sergeant.

Material and Equipment Used:

- Miscellaneous office automation equipment (i.e. fax, phone, copier, etc.).
- Video monitors, radios, VCRs, DVD recorders, security cameras, dispatch console, etc.

Minimum Qualifications Required:

- Education and experience:

High School diploma or equivalent and two (2) years secretarial experience, or experience in this or a related field. Associates degree from an accredited college or university is preferred.

*The qualifications listed above are guidelines. Other combinations of education and experience, which could provide the necessary knowledge, skills and abilities to perform this job, should be considered.

- Must be bondable.
- License(s) and certification(s):
LEADS Full Access certification
Must possess a valid Illinois state motor vehicle operator's license, or have the ability to obtain one by start of employment.

Knowledge, Skills and Abilities:

- General office procedures, English usage, spelling, grammar and punctuation.
- Skilled in customer service and preliminary investigation.
- Ability to use personal computer, calculator and other common office equipment. Communicate effectively and exercise professional telephone etiquette. Follow complex oral and written directions.
- Physical abilities to include sit, keyboard, read, write, hear and speak for extended periods, as well as to bend, kneel and stoop. Must be able to lift up to 10 pounds.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is as well intended to be compliant with the Americans with Disabilities Act.

Revised: May 31, 2018