

POLICE ADMINISTRATIVE ASSISTANT

GENERAL DESCRIPTION: Performs intermediate skilled clerical work providing a broad range of office support functions to the Department of Public Safety. Performs dispatch duties for the Department of Public Safety as necessary. This employee works under the direct supervision of the Administrative Major. This employee is responsible for the maintenance of all records within the Department of Public Safety. The work is normally performed under the supervision of the Administrative Major; however, most aspects of the work are guided by specific operating standards or procedures and/or state and federal guidelines. There are times when independent judgment is necessary.

ESSENTIAL FUNCTIONS OF THE JOB:

- Processes and enters offense reports into computer records; classifies offenses for Tennessee Incident Based Reporting;
- Prepares case files, tracks, updates crime reports, and closes files;
- Enters case and records files into computer system;
- Reviews crime reports for completeness and proper closure;
- Tracks office supplies and departmental forms;
- Waits on customers obtaining copies of accident reports, theft reports, etc.;
- Maintains accident reports;
- Enters warrants in records management system as well as National Crime Computer;
- Enters wanted persons, stolen autos, etc., into NCIC/TIES; monitors NCIC/TIES for urgent messages;
- Files offense reports;
- Types and files memos, letters, reports, dispositions, and other records;
- Maintains a record keeping system for the division;
- Answers questions and provides information over the phone;
- Maintains active warrant list;
- Monitors police radio traffic; answers radio calls for assistance (warrant checks, information etc.);
- Receives calls for service and other general information calls from victims and the general public;
- Maintains audit file for criminal histories;
- Provides general clerical support such as making copies, typing, completion of complaint and arrest cards, etc.;
- Completes and types all police and fire division reports as necessary;
- Operates police computer equipment;
- Responsible for TBI and FBI audits;
- Provides assistance to persons with complaints or requests;

- Receives and transmits routine and emergency messages via radio, telephone, and other means for the Department of Public Safety, and other Agencies or personnel as necessary;
- Maintains a log of all radio traffic, including but not limited to, all traffic stops, arrests, license and automobile registration checks, response times on police and fire calls, complaints, etc.;
- Operates 911 dispatch system, NCIC computer, and communications recorder;
- Trains employees in basic NCIC certification;
- Operates as the Agency Terminal Agency Coordinator for TBI purposes;
- Operates as the Records Agency Coordinator for TBI purposes;
- Performs related tasks as required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: General knowledge of modern office practices, procedures, and equipment; substantial knowledge of computer system and competent skills to operate computer for data entry and retrieval; ability to learn assigned clerical tasks readily; ability to make simple computations and tabulations with speed and accuracy; ability to establish and maintain harmonious relationships with other employees and the public; knowledge and ability to type with general proficiency; ability to maintain a complex, but pre-designed clerical record system and provide fiscal or immediate reports from the records system.

ACCEPTABLE EXPERIENCE AND TRAINING: Completion of high school or GED and some experience in computer data entry and records maintenance; and any equivalent combination of experience and training which provides the required knowledge, skills and abilities. Employee in this class must adhere to all NCIC and TIBRS certifications as required by the State of Tennessee.

OTHER REQUISITES: From time to time the incumbent may be assigned special duties by a superior or, on a temporary basis, may be asked to assist other employees occupying a different position. Employees in this class may be required to work overtime, holidays, weekends, and may be in an on-call status from time to time. This job description should not be construed as an all-inclusive statement of every task required of this position, but as a fair representation of the great majority of the work. Every effort will be made in advance to inform the incumbent of the temporary additional assignments, which under no circumstances are intended to constitute a demotion.

ADA REQUIREMENTS:

Physical Requirements: Task involves some physical effort, i.e. some standing and walking, or frequent light lifting (5-10 lbs.); or minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment. Task may involve extended periods of time at a keyboard.

Environmental Requirements: Task may require infrequent exposure to adverse environmental conditions.

Attitude: Employees will be expected to act in a manner that would convey a congenial work environment – avoiding anger, violence, belligerence, harassment, controversy, nonchalance, or any other reasonable activity considered by management to be counterproductive.

Sensory Requirements: Task requires visual perception and discrimination. Task requires sound perception and discrimination. Task requires color perception and discrimination. Task requires oral communications ability.

Reasonable Accommodation(s): Reasonable accommodation(s) if needed will be provided for the employee to perform the required job with adequate strength, dexterity, coordination and visual acuity and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Classification: 6
Non-Exempt
August 2022