



June 2008

DETECTIVE SECRETARY

DEFINITION

Under general supervision, performs a variety of moderately complex administrative support duties requiring knowledge of the work unit, its procedures, and operating details; performs skilled word processing, data entry, and typing; prepares correspondence using independent judgment in content and style; interacts frequently with the public and explains City and/or department policies and procedures; and performs other duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

This is a fully experienced-level class that provides administrative support to the Police Department. Incumbents at this level are capable of performing the full range of administrative and office support duties, including transcription, document preparation, records management, researching, compiling, and organizing information from various sources, screening phone calls, visitors, and mail, and directing questions to the appropriate staff. Incumbents receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the other administrative classes by performing duties in support of Police Department staff. This class is further distinguished from the Police Records Specialist in that the latter provides general clerical and records management support in the Records Division.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.

- Performs a wide variety of moderately complex administrative duties to support departmental/divisional operations, including coordinating meetings, training, and travel arrangements, filing, preparing records and monthly reports, and ordering and maintaining office and other related supplies.
- Transcribes taped interviews in verbatim format; uses standard transcription equipment and computer; formats documents according to established outlines.
- Performs skilled word processing, data entry, and transcription using independent judgment and discretion in preparing correspondence and reports.
- Copies, compares, or compiles data to produce monthly statistical reports for managers by checking data, making necessary corrections, and producing data in final form.
- Researches records within areas of responsibility to prepare and provide follow-up information to customer and staff inquiries.

- Gathers, assembles, updates, and distributes a variety of department specific information, documents, forms, records, and data as requested, including teletype information; prepares and maintains a variety of databases and reports.
- Responds to the public and staff inquires regarding department and/or City policies, procedures, and timelines; explains and applies policies and procedures as required to assure timeline compliance; monitors timelines; resolves problems of a moderate complexity within areas of responsibility.
- Conducts task-related training of assigned support staff.
- Types, originates, formats, proofreads, and distributes a wide variety of reports, letters, and memoranda, including agenda items, bid documents, regulatory submittals, and documents associated with departmental projects; types from rough drafts, verbal instructions, or transcribing machine recordings; checks drafts for punctuation, spelling, and grammar; makes or suggests corrections to drafts.
- Assists in providing telephone and/or counter support to the public and staff; responds to inquiries by explaining procedures; provides general information; distributes forms and other documents as requested; provides detailed review of forms to assure completeness; refers callers/visitors to appropriate department; takes and relays accurate messages; transfers callers to voicemail when necessary.
- Provides a comfortable environment for witnesses, which involves being attentive to their needs during stressful situations.
- Organizes and maintains various administrative, reference, imaging, and follow-up files; purges files in accordance with the records retention policy.
- Checks and tabulates standard arithmetic or statistical data; may summarize such information and prepare periodic numerical reports.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Assists in processing registrants for sex crimes, including gathering all necessary paperwork and information, verifying identity and familiarity with current rules and regulations, and updating files.
- Assists with background investigation paperwork processing; assists in orientation of new hires, including completing personnel action forms and other human resources related paperwork, explaining timesheet procedures, and ensuring set-up of office, computer, and telephone system.
- Maintains confidentiality of all criminal information reviewed and processed in the course of work.
- Processes second-hand dealership licenses; collects appropriate fees; coordinates annual license renewal process; processes pawn slips submitted by second-hand dealerships; processes pawn reports.
- Operates a variety of standard office equipment, including job-related computer hardware and software applications, copiers, postage meters, facsimile machines, multi-line telephones, transcription and teletype equipment, and a LEDS terminal; may operate other department-specific equipment.
- Maintains accurate records of work performed.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern office administrative support practices and procedures, including the use of standard office and computer equipment.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.

- Applicable codes, regulations, policies, technical processes, and procedures related to the department to which assigned.
- Principles and procedures of financial record keeping and reporting.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Business arithmetic and statistical techniques.
- Record keeping principles and procedures.
- Alphabetical and numerical filing methods.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural, and ethnic backgrounds, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

Ability to:

- Perform responsible administrative support work with accuracy, speed, and general supervision.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Interpret, apply, and explain rules, policies, codes, and procedures, including police terminology and law enforcement codes.
- Learn the basic functions, principles, and practices of municipal police services.
- Accurately transcribe information from audiotape, video, or compact disc into reports.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Understand and carry out oral and written directions.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and three (3) years of varied administrative support experience preferably in a law enforcement environment.

Licenses and Certifications:

- Possession of, or ability to obtain, a LEADS certificate.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Incumbents may encounter difficult and offensive situations, individuals, and information in the course of work.

WORKING CONDITIONS

Must pass a detailed CJIS background investigation and clearance.