

Police Operations Administrative Assistant **(Police Secretary per Teamster's Contract)**

JOB DESCRIPTION

This Job Description is designed to accurately reflect job duties. However, it may not be all-inclusive and other job-related duties may be required.

SUPERVISED BY: This position reports to and is directed by the Chief of Police. The Chief of Police, in consultation with the Township Manager, has the authority to manage and evaluate the Police Operations Administrative Assistant (POAA) position. Coaching and management will be made through verbal and written instructions and by physical demonstration, as necessary.

WORK SCHEDULE: Monday – Friday, 8:00 am to 4:30 pm, hours may vary as necessary.

PURPOSE OF THE POSITION: The purpose of the POAA position is to provide critical administrative, clerical, and logistical support to a police department. Key duties include, but are not limited to, managing records and data entry, handling public inquiries and complaints, assisting with budget preparation and management, inventory control, scheduling meetings/personnel, and preparing reports. This role is critical for the efficient daily operations of the department by handling a wide range of support tasks, with a need for excellent communication skills, organization, and the ability to work under pressure.

Key responsibilities:

- **Administrative and clerical support:** Perform tasks like answering phones, responding to emails, filing, data entry, and managing correspondence.
- **Record and report management:** Maintain official records, handle arrest booking information, input data into records management system (Cody/Pathfinder) and prepare various reports.
- **Public and personnel interaction:** Serve as a point of contact for the public, answer questions, process payments, and provide support to all police personnel.
- **Scheduling and coordination:** Schedule meetings, appointments, and trainings for department staff.
- **Operational support:** Manage office supplies and equipment inventory, assist with budget preparation, and handle other operational duties as assigned.

- **Confidentiality and integrity:** Maintain a high degree of confidentiality and use sound independent judgment in handling sensitive information.

Qualifications and skills

- **Skills:** Strong organizational skills, excellent communication (both verbal and written), and good customer service are essential.
- **Abilities:** The ability to handle multiple tasks, work under pressure, and maintain a high level of confidentiality is critical.
- **Other requirements:** A valid driver's license is required, and depending on the role, specific certifications might be necessary.

Minimum requirements to hold this position:

1) Education/Experience/Training:

- High school diploma or GED, and;
- College Degree or Technical School training in related field, and/or five years of increasingly responsible experience in civilian law enforcement field.
- Any combination of experience and training that may provide the required knowledge and abilities.
- Pass a comprehensive background investigation.
- Meet and maintain any and all clearance requirements by local, state, and federal agencies.

2). Ability to:

- Attend training, as required, to become proficient in any and all police systems.
- Perform system development, maintenance, and administration duties.
- Evaluate, test, implement, monitor, and support computer systems.
- Research, analyze and evaluate new systems and projects.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain an effective working relationship with those contacted in the course of work.

3) Knowledge of:

- Theories, concepts, principles, and techniques of various reporting systems, systems analysis, programming and management.

- Municipal government and its operations.
- Local, state, and federal reporting requirements.
- Data processing in various forms.
- Municipal police operations and practices.

ESSENTIAL FUNCTIONS REQUIRED TO PERFORM THE POSITION:

- Accurately complete administrative forms and reports in a timely fashion.
- Adhere to all rules, regulations, and procedures necessary to maintain required licenses, certificates, and/or registrations.
- Obtain and maintain certifications to access and utilize NCIC, JNET, CPIN, and other similar information systems.
- Apply common sense understanding to carry out instructions.
- Carry out job functions with or without supervision.
- Carry out job functions without posing a direct threat to the health or safety to self or others.
- Communicate effectively.
- Must be able to read, comprehend, and write the English language.
- Effectively and efficiently carry out written and verbal job-related instructions.
- Exercise courtesy and tact when dealing with others.
- Exercise sound judgment when evaluating situations, when offering positive suggestions, and when making decisions.
- Maintain acceptable attendance/punctuality standards.
- Maintain quality and quantity production standards.
- Maintain socially appropriate behavior and dress code.
- Read labels and written instructions which are typically in English.
- Respond to inquiries and/or complaints in a timely and professional manner.
- Understand and comply with safety, personnel, and other policies and procedures.
- Work in coordination with others.
- Work under pressure typically associated with this type of position.

- Effectively and efficiently use budgeted funds, personnel, equipment, materials, facilities, and time.

PRIMARY RESPONSIBILITIES:

- Assist with the development, implementation, administration, and enforcement of departmental operations, policies, and procedures to improve quality and quantity of work, solve problems, and save money.

- Suggest and/or design departmental record keeping procedures to manage department records efficiently. Directs the preparation and maintenance of records and reports for the various departmental activities.

- Collect and process data from incident reports for proper reporting.

- Extract data from various police systems and compile reports as directed by the Chief of Police.

- Implement the transition from UCR to NIBRS reporting and any successor reporting systems.

- Consolidate and manage record keeping with respect to the MPOETC TACS program and any successor programs.

- Act as recording secretary for internal confidential meetings within the police department.

- Administer any police data/information sharing software that may be purchased by the Township.

- Coordinate police department IT projects and systems with other Township systems and their respective consultants, as directed by the Chief of Police.

- Receive, refer, and if possible, resolve immediate citizen needs that may arise in the form of a walk in or phone call.

- Execute other duties as directed.