

**POLICE DEPARTMENT
ADMINISTRATIVE ASSISTANT**

DEFINITION

Position provides a variety of supporting services (administrative, research & clerical) to police administration on a regular basis and administers assigned departmental functions such as payroll, billing, budget preparation, records maintenance, and special projects under general supervision.

ESSENTIAL JOB FUNCTIONS

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Under emergency conditions, this position may be called upon to perform expanded or extended duties.

- Coordinates the office activities of the department including daily administrative tasks, payroll, accounts payable and receivable and department record keeping. Troubleshoots and resolves operational issues;
- Performs highly confidential clerical and administrative tasks and provides administrative support in the Department's functional responsibilities and to the Chief of Police, Deputy Chief of Police and Police Lieutenant;
- Serves as a key administrative staff member of the Police Department;
- Maintains department files, including but not limited to department personnel and medical files;
- Prepares, processes and maintains payroll for department employees, including tracking step and salary increases and preparing the necessary forms to process salary changes and all associated wages;
- Maintains attendance/leave and sick bank records and assists in monitoring of such;
- Processes department invoices as receivable and payable, is responsible for proper deposit of receipts and revenue, monitors expenditures and assists in financial oversight and coordination;
- Assists in development, preparation and monitoring of annual department budget, including templating historical information and creating financial forecasts;
- Creates and monitors the standards for correspondence, manual and computer data maintenance and storage;
- Oversees the receipt of payments including preparing funds for deposit, depositing funds and completing the required forms;
- Processes financials associated with Officer Details, including creation and submission of invoices and tracking and processing of payments;
- Assists in administering schedules, wages, assignments, and benefits, etc. in adherence with both union and non-union contracts;

- Processes and records all necessary permits, including Film and Firearm and collects, records and processes necessary fees;
- Inventories office equipment and supplies so that they can be purchased, used and maintained in the most efficient, functional and cost-efficient manner;
- Provides customer service to customers and residents in person, in writing, via email and telephone, including in emergency situations;
- Sends correspondence on behalf of the Chief of Police, relaying messages, screening incoming communications, coordinating meetings and assisting in maintaining the Chief of Police's schedule;
- Assists Parking Clerk and performs associated functions;
- Prepares, maintains and analyzes statistical data and uses information to create reports, as assigned;
- Provides support during implementation and throughout usage of department software and systems;
- Assists the Records officer in the processing of police reports and public records requests;
- Assists the Police Accreditation Manager;
- Performs similar or related work as required or as situation dictates.

SUPERVISION RECEIVED

Under the general direction of the Chief of Police or designee, employee plans and prioritizes the majority of work independently, in accordance with standard practices. Employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities from the supervisor. The employee refers unusual situations to the supervisor for advice and further instructions.

JUDGMENT

Standard practices and procedures govern the work which require additional interpretation evaluating circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices.

COMPLEXITY

The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

NATURE AND PURPOSE OF CONTACTS

Work interactions are constant, with co-workers, vendors, the public, groups and/or individuals such as peers from other organizations, and representatives of professional organizations involving frequent explanation, discussion or interpretation of practices, procedures, regulations

or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. More than ordinary courtesy, tact and diplomacy is required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

CONFIDENTIALITY

The employee has access to extensive amounts of confidential information, which may include official personnel files, HIPPA protected information and reports, litigation, collective bargaining and disciplinary records.

EDUCATION AND EXPERIENCE

High School diploma or equivalent, and three to four of relevant experience or any equivalent combination of education and experience. Associates degree in related field preferred.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Working knowledge of Microsoft Office suite including Outlook, Word, Excel, and Teams or other word processing programs and related computer programs. Ability to understand pertinent federal, state, and local regulations.

Abilities: Ability to multi-task and manage conflict. Ability to communicate effectively both orally and in writing. Ability to understand and explain various types of correspondence, reports and media in order to explain and/ or train others. Ability to maintain good public relations and to maintain effective collaborative working relationships with Town departments, department heads, fellow employees, officials and the general public and to respond in a courteous and professional manner. Ability to meet deadlines. Ability to work independently. Ability to exercise discretion in dealing with confidential information.

Skills: Public relations and strong communication skills, problem solving skills and customer service skills.

WORK ENVIRONMENT

The work is performed in an office environment.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

The work involves physical skills typical of an office environment, including sitting, standing, walking and stooping. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

Motor Skills

The work may require motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes.