

**GENERAL DEFINITION OF WORK:**

Performs secretarial/administrative work associated with providing administrative support, assisting the public, and processing documentation/information relating to the Sheriff's Office. Work is performed under general supervision.

**ESSENTIAL FUNCTIONS/TYPICAL TASKS:****Provides secretarial and administrative assistance to the Sheriff and Sheriff's Office command staff; does related work as assigned.**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Provides direction, training, and assistance to employees, students, volunteers, or other workers as assigned; coordinates work activities, monitors status of work, and troubleshoots problem situations.
- Provides secretarial/administrative support for the Sheriff and Sheriff's Office command staff; processes a variety of documentation associated with department operations within designated timeframes and per established procedures; organizes work and identifies priorities.
- Answers telephone calls and greets visitors; ascertains nature of business; provides information and assistance; directs callers/visitors to appropriate personnel; records/relays messages; retrieves messages from voice mail; initiates and returns calls as necessary.
- Performs customer service functions; provides assistance and information related to department/county services, activities, locations, guidelines, procedures, forms, fees, or other issues; responds to complaints and routine questions; researches problems and initiates problem resolution.
- Receives moneys in payment of various county/departmental fees/services; records transactions, issues receipts, and forwards revenues as appropriate; maintains financial records.
- Reviews, sorts, organizes, and forwards incoming mail and correspondence; opens/screens department mail and responds as appropriate; requests and acts on direction from department officials on further action to be taken; composes/writes correspondence on behalf of department officials as directed; tracks response from staff on behalf of department officials.
- Coordinates calendar activities; schedules meetings, appointments, interviews, or other activities; accepts or declines invitations to events on behalf of department personnel; updates calendars on a regular basis; generates computer calendars as appropriate; notifies parties involved of any changes.
- Maintains tickler system to monitor deadlines, status of documentation, scheduled activities, or other issues requiring timely action/response; makes reminder calls/notices and performs follow-up on status of items in tickler.
- Coordinates arrangements for various meetings, which may include preparing agendas and meeting packets, coordinating room setup/refreshments, attending meetings, recording/transcribing meeting minutes, distributing documentation, or maintaining records.
- Records and transcribes dictated correspondence/documentation.
- Types, prepares, or completes various forms, reports, correspondence, lists, logs, calendars, schedules, agendas, minutes, resolutions, meeting materials, grant applications, vouchers, purchase orders, work orders, surveys, payroll sheets, leave records, personnel action forms, criminal complaint forms, search warrants, lab examination requests, asset seizure forms, burn permits, billing statements, budget reports, statistical reports, press releases, spreadsheets, directories, or other documents.
- Receives various forms, reports, correspondence, payments, dictation/audio tapes, departmental reports, confidential reports, invoices, time sheets, leave forms, payroll registers, check registers, expenditure reports, accounting reports, leave reports, permit applications, warrants, capias, civil papers, court orders, petitions, indictments, incident reports, daily blotter, fire marshal inspection reports, aviation reports, meter readings, leases, deeds, insurance policies, insurance forms, training notices, policies, procedures, codes, maps, manuals, directories, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.
- Compiles statistical and administrative data for reports; performs research and makes applicable calculations; prepares/generates reports; maintains records.
- Operates a computer to enter, retrieve, review or modify data; performs data entry functions by keying data into computer system; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, database, presentation, desktop publishing, scanning, calendar creation, firehouse management, landfill billing, financial management system, or other software programs; performs basic maintenance of office/computer equipment, such as backing up data or replacing paper, toner, or ribbons; coordinates service/repair activities as needed.
- Performs general clerical tasks, which may include making copies, opening/sorting incoming mail, processing outgoing mail, distributing documentation, or sending/receiving faxes.
- Maintains file system of various files/records; prepares and sets up files; sorts/organizes documents to be filed; files documents in designated order; retrieves/replaces files; purges files and destroys/disposes of obsolete records as appropriate.
- Maintains confidentiality of departmental issues and documentation.
- Communicates with supervisor, employees, other departments, county officials, constitutional officers, government agencies, law enforcement officials, public safety personnel, court officials, jurors, victims, witnesses, the public, community organizations, vendors, contractors, utility companies, the media, outside organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

- May perform notarization of documents as needed.
- Performs related duties as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Thorough knowledge of office practices and procedures; thorough knowledge and ability to use correct grammar, vocabulary and spelling; general knowledge of office automation equipment and software including word processing, database management and spreadsheets; some knowledge of arithmetic and its uses in general office work; preferable knowledge of OSSI, PISTOL and CAD software; ability to communicate ideas effectively in both oral and written forms; ability to gather and give basic information and instructions on departmental programs based on inquiries; ability to enter data, key or type at a reasonable rate of speed; ability to establish and maintain effective working relationships with associates and the general public.

**EDUCATION AND EXPERIENCE:**

High school diploma or GED; supplemented by college level course work or vocational training in office administration, basic bookkeeping, customer service, and personal computer operations; supplemented by three (3) years previous experience and/or training involving work in area of assignment, office administration, basic bookkeeping, customer service, and personal computer operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

**PHYSICAL REQUIREMENTS:**

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

**SPECIAL REQUIREMENTS:**

Must pass criminal history background investigation and polygraph test. May be required to possess and maintain VCIN/NCIC certification. Must be a Notary Public of the Commonwealth.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.