

## **ADMINISTRATIVE ASSISTANT TO THE POLICE CHIEF**

### **DEFINITION**

Under general direction, provides varied, complex, and highly confidential office administrative and secretarial support primarily to the Police Chief; conducts projects and administers limited programs; performs technical support work related to the responsibilities of the Police Chief; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Police Chief. Exercises technical and functional supervision over assigned staff.

### **CLASS CHARACTERISTICS**

This is an advanced-level classification that performs a wide variety of complex office administrative, project coordination and management support work for the Police Chief and associated staff. Incumbents are responsible for performing various highly confidential administrative duties and processing and maintaining a wide variety of records and documents. This classification is distinguished from the Administrative Assistant classification in that the former is responsible for the highly confidential duties of assisting with Internal Affairs Investigations in the Police Department.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

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

- Performs administrative support duties pertaining to highly confidential and sensitive information.
- Assists with office administrative functions of the Police Chief's office and ensures that they are effectively carried out.
- Maintains multiple calendars and coordinates the schedules of the Police Chief, Captains, Administrative Analyst, Lieutenants, and Administrative Sergeant as directed with those of other City employees, representatives of other organizations, and the public; makes travel arrangements as required.
- Receives and screens visitors, telephone calls, emails and regular mail; provides information and resolves issues for City staff, other organizations, and the public, which often requires the use of judgment and the interpretation of policies, rules, and procedures.
- Provides office administrative support, transmits information to, and answers questions for and from the Police Chief.
- Performs administrative support duties pertaining to Internal Affairs Investigations.
- Processes and tracks personnel action forms and evaluations.

- Receives, opens, timestamps, and sorts mail.
- Provides a variety of support to City commissions, committees, and/or task forces; prepares and distributes agenda packets, attends meetings and prepares minutes, and follows-up on decisions as required.
- Organizes and maintains various administrative, confidential, reference, and follow-up files and records for the Police Chief.
- Prepares detailed and often confidential correspondence, reports, forms, invitations, graphic materials, and specialized documents from drafts, notes, brief instructions, corrected copy, or dictated tapes; proofreads materials for accuracy, completeness, compliance with departmental policies, format, and English usage, including grammar, punctuation and spelling.
- Coordinates and plans events such as open house, chamber of commerce events, large meetings, in-house training, and other department functions/events.
- Maintains Emergency Operations Center for use by multiple organizations and agencies.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other department-specific equipment.
- Directs, coordinates and reviews the work of office support staff on a project or day-to-day basis; trains staff in work procedures.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic principles of supervision and training.
- Organization and function of public agencies, including the role of a City Council, the Police Chief and appointed boards and commissions.
- Applicable codes, regulations, policies, technical processes and procedures.
- Project coordination and implementation procedures.
- Standard office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work, including word processing, database and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

**Skill in:**

- Planning, organizing, scheduling, assigning, reviewing and providing input into the evaluation of the work of staff.
- Identifying and implementing effective course of action to complete assigned work.
- Inspecting the work of others and maintaining established quality control standards.
- Training others in proper work procedures.
- Providing varied, confidential and responsible secretarial and office administrative work requiring the use of independent judgment, tact and discretion.
- Understanding the organization and operation of the City, the Police Department, and of outside agencies as necessary to assume assigned responsibilities.
- Responding to and effectively prioritizing multiple phone calls, walk-up traffic and other requests/interruptions.
- Interpreting and implementing policies, procedures, technical processes and computer applications related to the Police Chief's office.
- Analyzing and resolving office administrative and procedural concerns and making process improvement changes to streamline procedures.
- Performing basic research and preparing reports and recommendations.
- Composing correspondence and reports independently or from brief instructions.
- Establishing and maintaining a complex and extensive records management system for the assigned department.
- Taking a proactive approach to customer service issues in a professional manner.
- Making accurate arithmetic and statistical calculations.
- Organizing own work, coordinating projects, setting priorities, meeting critical deadlines and following-up on assignments with a minimum of direction.
- Taking notes rapidly and accurately transcribing own notes.
- Making sound, independent decisions within established policy and procedural guidelines.
- Organizing own work, coordinating projects, setting priorities, meeting critical time deadlines, and following-up on assignments with a minimum of direction.
- Operating modern office equipment including computer equipment and software programs.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using tact, initiative, prudence and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establishing and maintaining effective 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 (12<sup>th</sup>) grade supplemented by a minimum of 15 units of technical or college-level courses in business, office management or a

related field, and three (3) years of responsible secretarial experience involving assisting executive management or a high-level official with administrative duties such as typing, filing, calendar coordination, public relations, and project coordination tasks.

**License:**

- Valid California class C driver's license with satisfactory driving record.
- 50 words per minute typing 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 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, typewriter 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. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 20 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.

**FLSA STATUS:** Non-exempt