

**POSITION TITLE: ADMINISTRATIVE SUPPORT SPECIALIST (POLICE)**

**GENERAL PURPOSE**

Position performs a wide variety of routine and complex clerical, secretarial, and administrative work in support of law enforcement activities. Responsibilities include responding to inquiries and requests for information, compiling information, performing data entry, and maintaining and updating records and files in accordance with applicable rules and regulations.

**SUPERVISION RECEIVED**

Employee works under the general supervision of the Chief of Police.

**SUPERVISION EXERCISED**

Employee does not exercise any supervisory responsibilities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides specific instruction for new, difficult or unusual assignments, including suggested work methods. In many cases, the work is self-checking, for example, requiring accounts to balance before proceeding. Employee has access to criminal investigations and records.

Employee has access to some confidential information pertaining to client records.

Performs routine clerical and administrative work in answering phones, receiving the public, screening calls and visitors, providing customer assistance, cashiering, data processing, and bookkeeping.

Handles all incoming and outgoing correspondence, information, and data for the department. Access to confidential law enforcement information.

Responds to policy informational inquiries from employees, citizens, and others; refers inquiries to others when necessary.

Acts as custodian of departmental documents and records; ensures compliance with all policies and applicable laws and regulations concerning the control and security of records.

Responsible for the quality control of all police information to include: incident reports, accident reports, booking reports, case files, tickets and warrants, and other information.

Maintains an inventory of all traffic summons, ordinance summons, and warnings.

Transmits datamaster, implied consent suspension notices, and drivers license to the SCDPS; and fingerprint cards to SLED.

Balances and accounts for all monies received as a result of fingerprints, FOIA requests, animal registration, and alarm registration.

Collects information and completes various reports to include investigative and administrative analysis reports.

Establishes and maintains filing systems for a variety of police related records.

Accurately enters arrest warrants and bench warrants into the CRIMES database.

Accurately enters citations, incident reports, accident reports, field interview cards and animal registrations into the CRIMES database.

Enters information into departmental web site as required.

Assists Solicitors and other government offices by providing requested case information.

Compiles and provides information requested under Rule 5 of the South Carolina Rules of Criminal Procedure and Brady Motions as directed by the prosecuting authority or court order.

Complies with expungement orders as directed by the Courts.

Compiles with and provides a variety of police related information to the public and governmental agencies in compliance with the Freedom of Information Act (FOIA).

Receives requests from officers on call for special or specific information; follows up with appropriate information and relays the same back to the officer.

May serve as a member of employee committees.

Is cross-trained as an emergency communication operator and provides back up support and assistance to personnel when required.

Does basic crime analysis using generally accepted analytical techniques.

Performs other related duties as required.

## **DESIRED MINIMUM QUALIFICATIONS**

### Education and Experience:

- A candidate for this position should have a High School diploma or equivalent with advanced training in computer science.

- One (1) to three (3) years of experience in the operation of CRIMES computer program.
- Office procedures; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities:

A candidate for this position should have knowledge of:

- Department rules and regulations, and laws and ordinances pertinent to the position
- Computers and basic electronic data processing
- Modern office practices and procedures
- Criminal justice informations system
- Basic bookkeeping practices

Skill in:

- Data entry
- Use of office equipment

And ability to:

- Accurately input data into computer program
- Follow written and verbal instructions
- Maintain confidential information
- Learn the applicable laws, ordinances, and department rules and regulations
- Communicate effectively verbally and in writing
- Maintain effective working relationships with employees, other departments, and other business and government entities
- Learn the City's geography

**TOOLS AND EQUIPMENT USED**

Personal computer including word processing software; copy machine; fax machine; charts; reference books.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

*The essential functions or duties listed below are intended only as illustration 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 work is similar, related, or a logical assignment to, or extension of, the position.*

Employee works in a moderately loud police station and is required to use hands more than 2/3<sup>rd</sup> of the time; sit, talk, and listen/hear up to 2/3<sup>rd</sup> of the time; and stand or walk up to 1/3<sup>rd</sup> of the time. Employee seldom lifts up to 10 pounds. Normal vision is required for the position. Equipment operated includes office machines and computers.

Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Employee uses judgment to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline to use in a given situation. 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.

Errors can result in personal injury/loss, delay, or loss of service, monetary loss, injury to others, damage to building, equipment, and legal repercussions.

The position has daily contact with co-workers, other city departments, and other dispatch agencies, for coordinating and assigning work and rendering services. The incumbent has occasional contact with the public, state agencies, and vendors. The purpose of these contacts is to obtain information, services, and/or products, respond to inquiries and complaints, render service, give or receive information, or explain policies and procedures. Contacts occur in person, in writing, via e-mail, and on the telephone.