

OFFICE MANAGER – POLICE DEPARTMENT

Position Purpose:

The purpose of this position is to provide administrative, professional and supervisory work in assisting the Chief of Police to discharge the duties of the office and processing the payroll of the Police Department; performs all other related work as required. The Administrative Assistant to the Chief of Police is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

Supervision:

Supervision Scope: Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of considerable judgment to independently complete assigned tasks, analyze the facts or circumstances surrounding individual problems in situations not clearly defined by precedent or established procedures, and supervise staff.

Supervision Received: Works under the general direction of the Chief of Police; only unusual situations or questions are referred to supervisor.

Supervision Given: Supervises one full time position.

Job Environment:

Work is performed under typical police station conditions; the noise level is moderate at times.

Operates computer, facsimile machine, copier, and other standard office equipment.

Makes frequent contacts with the general public, other town employees, other municipal departments, vendors, local businesses, and representatives from other governmental agencies. Contacts are in person, in writing, email, and by telephone and involve an information exchange dialogue.

Has access to extensive confidential information, such as personnel records, criminal investigation records, law suits, and highly sensitive personal information about citizens; the application of appropriate judgment, discretion and professional office protocols is required.

Errors could seriously endanger persons and property, cause significant confusion and delay of service, have legal and/or financial repercussions, and result in adverse public relations.

Essential 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.)

Calculates and prepares payroll for the department; maintains personnel records relating to sick leave, overtime, retirement, holiday leave, vacations, etc. Processes the department's bills.

Performs secretarial and administrative work to support the Police Department and the Police Chief. Answers the Chief's telephone, transferring calls, taking messages and providing information as appropriate. Answers phone calls from vendors and off duty detail companies. Opens and processes the Chief's mail. Prepares and types correspondence, memoranda, orders and notices and composes various materials.

Maintains and updates, either manually or by computer, important departmental records requiring the careful recording, classification and compilation of information; posts and records information; updates data; checks, sorts, records and files various materials.

Processes police detail billing.

Processes firearm permit checks, prepares listing for Treasurer's department, processed fingerprint cards and new permits are mailed to Massachusetts Department of State Police for fingerprint identification and entered into the computer. Firearms permit renewals are also entered into the computer and emailed to the firearms renewal department.

Oversees the Records Bureau and maintenance of all files of the police department; incident reports, arrest reports, accident reports, etc.

Performs record checks, prepares all ID cards, and pistol permits, dealer permits, etc.

Prepares necessary reports for the Registry of Motor Vehicles; prepares medical forms when an officer is injured.

Processes subpoenas, fingerprint cards, restraining orders, and motor vehicle citations, both civil and criminal.

Maintains inventory of office equipment and supplies; purchases equipment and supplies as needed.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education and Experience:

High school education with courses in office procedures and business practices; Associates Degree in related field desirable; five years of progressively responsible office experience; customer service and supervisory experience or any equivalent combination of education and experience.

Special Requirements:

Certification in CPR.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of information dissemination related to criminal offenders, and public records. Thorough knowledge of computers, electronic data processing, records keeping software and practices, the English language and spelling, and applicable Massachusetts General Laws. Working knowledge of modern office practices and procedures.

Ability: Ability to maintain highly confidential information. Ability to maintain multiple filing systems. Ability to attend to a number of details occurring simultaneously with frequent interruptions and do so with accuracy. Ability to handle all human interactions professionally and with tact.

Skill: Skill in typing, using computer technology, (Microsoft office, Munis, IMC, report generation) bookkeeping, and record keeping. Excellent customer service and public relations skills. Skills in operating above mentioned equipment.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Regularly required to stand, walk, and sit; must be able to manipulate objects, tools, or controls, and to pick up and use paper, books, and other common objects. Occasionally lifts and/or moves objects weighing up to 30 pounds such as books, equipment, supplies, etc. Required to operate a keyboard at an efficient speed. Must be able to communicate. Vision and hearing at or correctable to normal ranges.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)