

CITY OF WINDSOR HEIGHTS

Position or Title: ADMINISTRATIVE SUPPORT CLERK

Description: The Administrative Support Clerk (ASC) is under the direct supervision of the Chief of Police and is responsible for various city functions and, on a regular basis to all city departments, with clerical and records support and responsibilities including but not limited to public safety records, building and zoning referrals, water and waste management referrals, receipt of payment for permits and fines, filing and maintenance of city records - both those in the Police Department and City Administration, etc.

Essential Job Functions: The ASC assists the public by answering telephones, receiving bill payments, handling walk-in service at the front counter, answers questions, addresses complaints, forwards issues/requests to the appropriate city department, sorts the mail, provides administrative support primarily to law enforcement and administration but may be called upon to support other departments and staff. S/he is the primary public contact upon entering City Hall.

The ASC is responsible for the public safety department's administrative support and record keeping. S/he issues pet licenses to the public and handles other animal control-related paperwork, and processes permits and licenses as required by the City.

The ASC provides copies of press releases to the media or public upon request, distributes incident reports and calls for service logs consistent with guidelines from the Freedom of Information Act. S/he processes impound releases after verification of ownership, and creates a monthly statistical crime report for the Mayor and City Council. Other reports which are included in the ASC's duties are: UCR reports and submission to the State and maintenance of necessary corrections, police activity reports, calls for service reports, investigative activity reports, case management on all open cases, verification of all blank incident report case numbers, screening officer reports for corrections needed to cases, performs lien verifications for auction, sends paperwork for warrants applications/cancellations and enters and maintains active arrest warrants.

The ASC handles the disposition of paid parking tickets, accident reports, traffic citations, police record checks, and Iowa Department of Transportation forms. S/he sends all requested copies to insurance companies and attorneys along with billing. The ASC verifies NCIC information, keeps records to verify certification required by NCIC and submits all necessary passwords or access to NCIC for officers. S/he keeps current alarm records and bills for false alarms, manages the Vacation House Watch checklist dispositions, maintains records of business owners or points of contact, and maintains records of OWI restitution. S/he also maintains criminal charge records and reporting in the I-LEADS database, maintains a file for misdemeanor citations and warnings, processes fingerprint/identification cards, enters records of stolen items, and works with insurance companies on paperwork dispersal during claims resolution. S/he is responsible for all other filing and police department record keeping associated with the Polk County Attorney's Office and the city attorney, and assists in maintaining files in the city vault. The ASC dispatches non-emergencies.

Other Responsibilities:

The ASC locates and collects on delinquent parking tickets and bad checks written to the City, distributes and records all subpoenas and information needed for court by officers, answers subpoenas, provides database intelligence information to officers upon request, attends I-LEADS meetings, corrects errors from I-LEADS system management and coordinates system updates, enters arrest photos in the I-LEADS record system, enters L.O.S.T. applications. The ASC maintains back-up tapes for the financial system and back-up tapes for police department operations. S/he balances and records daily receipts.

In the event that the ASC is the opposite gender of a suspect in custody, s/he is required to serve as a Police Matron/Patron during arrest processing. This is required in the event the police department has a prisoner in custody and the arresting officer is of the opposite gender of the arrestee, it will be the Matron/Patron's duty to search the prisoner, inventory his/her belongings and accompany him/her to the Polk County Jail (if requested). The ASC will also be required to be on call as a Matron/Patron for after hours contact.

The ASC must have the ability to confer with the general public, businesses and citizen groups, to review and explain code requirements or other regulations in a tactful, firm and impartial

manner and maintain effective working relationships with citizens, property owners, visitors and city employees.

The ASC assures that the City's mission, goals, and objectives are fully supported and initiated. S/he is required to maintain confidentiality in all appropriate matters and may be called upon to testify in court.

The ASC assists with preparations and any other requested duties pertaining to effective city operations. S/he will provide administrative support to all members of the management team when necessary and may be called upon to do so with short notice. The ASC will handle other duties and projects as assigned.

Entry Requirements:

- Must be at least 18 years of age.
- Must have a high school diploma or GED. Associate's Degree in a related area is strongly preferred.
- Knowledge of/education in general accounting principles and payroll a plus.
- Must be or become a Notary Public.
- Municipal experience and/or education is preferred.
- Knowledge of state and municipal code is also preferred.
- Must be able to read, write and speak the English language.
- NOTE: a physical examination may be required if there is a question of possible health problems. The examination would be conducted by a department chosen physician at the expense of the City.
- Must be able to acquire and maintain NCIC certification.
- Must be able to provide a certificate of insurance for each motor vehicle that he/she may use to respond to city activities.
- Must be reachable by telephone at his/her residence.
- Must be willing to actively participate in all city activities required by the position.
- Must be willing to abide by the Rules and Regulations, General Orders and Standard Operating Procedures of the City, Personnel Policies, and any other directives or work rules.
- Must be willing to complete the initial training required and to participate in the various training programs established by the City for the position to which s/he is assigned.
- Must be willing to maintain any certification acquired through training provided by or for the City through successful completion of any required continuing education requirements to maintain certification.
- Must be willing to attend special schools and conferences held by other organizations and agencies when said schools are approved by the City.

Knowledge/Skills/Abilities: Knowledge of municipal code and policies; general knowledge of city government; general clerical skills; the ability to operate a 10-key calculator by touch and a variety of computer programs. The ASC must have a working knowledge of all general administrative office management functions.

Major Work Characteristics: This position works in an office environment, sometimes working alone. This position also works directly with elected officials, city staff, and members of the public on a regular basis and requires the ability to multi-task proficiently. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Salary/Benefits: Current compensation information is available from the City Payroll Officer. Information regarding benefits for the position is included in the City's Personnel Policies Manual and available upon request.

This position may be subject to pre-employment and on-going drug and alcohol screenings. This position is also subject to a pre-employment physical.