

City of Windsor Heights

Administrative Support Clerk

Department: Police
Reports To: Chief of Police
FLSA Status: Non-exempt
Written By: Dennis McDaniel
Approved By: Brett Klein
Council review and approval on December 1, 2014

Summary Description:

The Administrative Support Clerk (ASC) is under the direct supervision of the Chief of Police and is responsible for various records management, clerical, and support functions within the Police Department. This position shall be responsible for database entry and management, electronic data and criminal offense submissions, state crime reporting and fingerprint classifications. The incumbent will aid in coordinating the automated traffic enforcement (ATE) program, serve as the department's crime/intelligence analyst, and support the administration of evidence handling and disposition procedures. This position serves as the agency's primary coordinator with contracted collection services and manages submissions to the state's income offset billing process.

Appointment/Selection:

Selection is facilitated by the Police Chief. The City Administrator shall approve final appointment based on merit and qualifications as recommended by the Police Chief.

Knowledge, Skills, and Abilities:

- General clerical skills and records administration responsibilities.
- A working knowledge of all general administrative office management functions.
- Knowledge of the organization, functions and issues of municipal government.
- Knowledge of the principles and practices of law enforcement operations.
- Ability to analyze data, prepare reports and maintain accurate records.
- Ability to report, write or edit articles for publication.
- General knowledge of municipal, county, state and federal ordinances and statutes.

- Knowledge and practical experience with a variety of computer software programs including word processing, spreadsheets, e-mail, and ability to learn / effectively maneuver within position-specific database and electronic data management systems.
- Ability to effectively communicate verbally and in writing.
- Ability to establish and maintain positive working relationships with City staff, elected officials, the general public and citizen groups, press, and contracted vendors.
- Ability to use contemporary technology, including computers, telephones, cameras, social media and software management programs.
- Ability to conduct quantitative and qualitative analyses.
- Ability to maintain a professional demeanor, to calmly approach and solve problems under stressful circumstances, maintain and promote harmony in the workplace, and concentrate for long periods of time.
- Must possess ability to work independently and be flexible.
- Ability to multi-task on a daily basis, performing with telephone and walk-in customer interruptions, and adapt to changing priorities.
- Knowledge of and the ability to safely work with general and specialized tools and equipment used in a municipal office setting, including but not limited to copier, scanner, postal meter, etc.
- Must possess exceptional interpersonal relationship / customer service skills.
- Ability to understand, interpret, explain, and apply city ordinances, state and federal laws regulating assignment specific tasks in a tactful, firm, and impartial manner.
- Assures that the City's mission, goals, and objectives are fully supported and is expected to model the police department's core values and Community Policing Statement.
- The incumbent is required to maintain confidentiality in all appropriate matters and may be called upon to testify in court.

Essential Functions (the following is a list of typical duties):

- Assists the public by answering telephones, handles walk-in service, answers questions, receives and initiates processing of complaints and forwards issues, requests and concerns not facilitated immediately within the position's purview to the appropriate city department / personnel. S/he is the primary public contact upon entering the public safety building.
- Receives bill payments and sorts the mail.

- Provides administrative support and record keeping primarily to law enforcement and administration but may be called upon to support other city departments and staff.
- Issues pet licenses to the public, handles other animal control-related paperwork.
- Processes permits, licenses, and related background investigations.
- 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.
- Processes impound releases after verification of ownership.
- Creates statistical crime reports as requested by the police department's command staff and works closely with criminal investigators to analyze data and crime trends in furtherance of law enforcement and crime prevention efforts. Other reports generated by the ASC are: UCR reports and related submissions, police activity reports, calls for service reports, investigative activity reports and crime mapping.
- Aids in case management on active cases.
- Provides database intelligence information to officers upon request.
- Performs lien verifications for public auction.
- Submits paperwork for arrest warrant applications / cancellations and maintains active arrest warrant files.
- The ASC handles the disposition of paid parking tickets, accident reports, traffic citations, police record checks, and Iowa Department of Transportation forms.
- Aids contracted vendor(s) in locating and collecting on delinquent parking tickets, ATE fines, and bad checks written to the City.
- Distributes and records all subpoenas and information needed for court by officers, and answers subpoenas.
- Answers validated open records requests from insurance companies and attorneys, and coordinates related billing.
- Keeps current alarm records and bills for false alarms.
- Manages Vacation House Watch entries and dispositions.
- Maintains records of business owners or points of contact.

- Maintains files for misdemeanor citations, warnings, and field interrogation reports. S/he also maintains criminal charge records, OWI restitution, and reporting in the I-LEADS database.
- Processes fingerprint / identification cards and crime classification sheets.
- Enters records of stolen items and works with insurance companies on paperwork dispersal during claims resolution.
- Is responsible for all other paper or electronic filing and police department record keeping associated with the Polk County Attorney's Office and the city attorney as well as Juvenile Court Services.
- The ASC dispatches non-emergencies.

Peripheral Duties:

- 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.
- Maintains back-up tapes for the financial system and back-up tapes for police department operations.
- Balances and records daily receipts.
- Serve as a police Matron/Patron during arrest processing. It is 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 incumbent will also be required to be on call as a Matron/Patron for occasional after-hours contact.
- Handle special projects as assigned and may be called upon to do so with short notice.

Experience and Training:

- Must be at least 21 years of age.
- Must have a high school diploma or GED. Associate's Degree in a related area is preferred.
- Must be or become a Notary Public.
- Any combination of related municipal experience and/or education is preferred.
- Knowledge of state and municipal code is preferred.
- Must be able to read, write and speak the English language.
- Must be able to acquire and maintain NCIC certification.

- Must have a valid driver's license and be able to provide a certificate of insurance for each motor vehicle that s/he may use to respond to city activities.
- Must be willing to actively participate in all city activities required of the position.
- Must be willing to abide by the Policies & Procedures of the Department and City 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.
- Must be willing to maintain any certification through training provided by or for the City or through successful completion of continuing education requirements.
- Must be willing to attend special schools, trainings and/or conferences held by other organizations and agencies.

Tools and Equipment Used:

- Personal computer, including word processing, spreadsheet and database softwares, telephone, copy machine, fax machine, scanners, printers, postage meter, first aid and safety equipment.
- Cleaning and maintenance chemicals and solutions in accord with the manufacturer's specifications.

Work Environment/Frequent Physical Demands:

The physical demands described herein 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 a qualifying disability to perform the essential functions.

- The noise level in the work environment is moderate level office noise in addition to occasional noise exposure to maintenance machinery and equipment.
- Frequently sit, stand, walk, bend, grasp, push, pull, squat, twist and kneel.
- Frequent use of physical strength requiring the moving, lifting, pushing, carrying and pulling of objects weighing up to 50 pounds.
- Frequent use hands to finger, handle, or feel objects, equipment or controls.
- Frequent reaching with hands and arms, and occasionally lift, push, and carry or pull moderately heavy objects (30-50 pounds).
- The employee is frequently required to verbally communicate and interact with public, citizen customers, vendors, staff and elected officials using active listening skills and demonstrating sound judgment.

- Specific vision abilities required by this job include close vision and the ability to adjust focus with clarity of vision of 20' or more and 20" or less, as well as proficient hand / eye coordination.
- Requires clerical, forms, numerical, and verbal perception.
- Occasionally crawling and lifting, pushing, pulling and carrying objects (50 pounds or greater) may be required. Individual will be expected to lift items in this range with the assistance of a machine or other able individual

Interaction with Other Department/Staff:

- The position requires a high degree of information sharing between city administration, treasurer, public works, police, fire/EMS, city inspector, City Council, Mayor, and other temporary staff. It is of the utmost importance that any personal information be kept strictly confidential and in the event of written documents with personal information be held under lock and key.

The duties above 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. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Acknowledgement:

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the City of Windsor Heights reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed as directed by the City of Windsor Heights. I understand that I may be required to work overtime, different shifts or hours outside the normally defined workday or workweek. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the City of Windsor Heights has a similar right.

_____	_____	_____	_____
Employee's Signature	Date	Police Chief	Date
		_____	_____
		City Administrator	Date

The City of Windsor Heights is an Equal Opportunity Employer.