

Elwood Police Department
Job Description
Administrative Assistant

GENERAL PURPOSE

This is an advanced level secretarial, administrative, and technical support position performing complex and diverse duties requiring a high degree of training or experience. The position serves as the department records coordinator with extensive public contact requiring an overall knowledge of the complete Village of Elwood municipal process and organization. As an administrative assistant, there is a cross-over between general clerical work in support of general office functions to more complex and less routine work of an administrative nature for the police department and specific staff. Provides specialized department information to police officers and performs specialized department services including preparation of a variety of correspondence, documents, case files, court work, and reports for staff. Other support tasks may include research, data entry and processing, information systems support, budget administration, purchasing, ticket and fine processing. The work is performed under the supervision of the Chief of Police and Police Commander, with some latitude for the exercise of independent judgment and initiative. The principal duties of this position are performed in a general office environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Answers incoming phone calls, greets the public, assisting and providing referrals to other departments or staff as needed;
Performs office management duties;
Serves as the Custodian of Records and Freedom of Information Officer
Performs record-keeping, reporting, data entry, filing, storage, and retrieval operations;
Assists the Police Chief in budgeting, personnel, and Department operations, as directed;
Provides administrative support and clerical support to Department officers and employees, including transcribing reports, preparing correspondence and reports, filing, copying, and mail distribution;
Compiles data and information to prepare complex documents, statistical, graphic, and other reports, including National Incident Based Reporting System (NIBRS);
Prepares memos, letters, reports, correspondence, and other documents;
Operates and maintains standard and specialized office equipment such as computer, typewriter, copier, fax machine, recording equipment, and related equipment;
Coordinates Department use of computer network and email accounts;
Provides specialized Department information to the public and other law enforcement agencies;
Maintains files, data and other information and conducts basic research and analysis on special projects;
Processes purchase orders, invoices, bills, accounts payable; and mail as needed;
Processes fees and fines and other revenues, including forwarding to appropriate recipient;

Administrative Assistant

Collects reports, abstracts, and video recorded evidence for submittal to the Will County State Attorney's Office, and/or Village Attorney;
Maintains Administrative Office supply inventory;
Prepares monthly, quarterly, annual, and other periodic statistical reports;
Provides data entry services, transcription, faxing, typing, and filing;
Performs all work duties and activities in accordance with the Village of Elwood and Elwood Police Department policies, procedures and safety practices.

DESIRED MINIMUM QUALIFICATIONS

High school diploma or GED equivalency is required.
Three (3) years general law enforcement clerical or administrative experience is required and five (5) years is preferred.
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

POSITION REQUIREMENTS: KNOWLEDGE, SKILLS, AND ABILITIES:

- (A) Operation of standard and specialized office equipment.
- (B) Operation of a personal computer, proficient in Microsoft Office, Excel, Access, Word, Outlook and job-related software.
- (C) Operation of Department, State, and national criminal information and data tracking systems.
- (D) Transcription methods and equipment.
- (E) English grammar, spelling, and punctuation.
- (F) Record-keeping and filing methods and practices.
- (G) Customer service practices, procedures, and objectives.
- (H) Department policies and procedures, including chain-of-command procedures.
- (I) Current office practices and procedures.
- (J) Bookkeeping, cash handling, and accounting practices and procedures.
- (K) Municipal budgeting methods and techniques.

Administrative Assistant

- (L) Ability to create and maintain records and files efficiently and accurately and to prepare clear and concise reports.
- (M) Prepare letters, reports, records, memos, transcripts, and related documents.
- (N) Maintain strict confidentiality in all aspects of Department operations.
- (O) Ability to operate a variety of standard office equipment.
- (P) Ability to operate specialized case-reporting and criminal data tracking computer systems, and program applications appropriate to assigned duties.
- (Q) Establish and maintain effective working relationships with other Village employees, supervisory personnel, elected and appointed officials, and the public.

SPECIAL REQUIREMENTS

Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required.

Illinois State Police LEADS access certification and NCIC certification; Substance Abuse Testing; due to the safety and/or security sensitive nature of this position, individuals shall be subject to pre-employment/pre-placement and random alcohol, drug and/or controlled substance testing as outlined in Village policy and procedures.

TOOLS AND EQUIPMENT USED

Personal computer including word processing software, Microsoft OS, Microsoft Office Suite, Premier 1 Records Management, Premier 1 Computer Aid Dispatch CAD system, DACRA eCitation software, AXON Evidence-Body Camera and In-Car Camera software program, LEXIS NEXIS Crash Reporting software, Copy Machine, Calculator, Telephone System.

PHYSICAL AND MENTAL DEMANDS

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear; both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds. While performing the duties of this job, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve non-routine and complex office administrative problems; use math and mathematical reasoning; observe and interpret situations; learn and apply

Administrative Assistant

new information or skills; perform highly detailed work on multiple concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with the Village President, Village Clerk, Village Treasurer, Village Administrator, staff, customers, the public and others encountered in the course of work, some of whom may be dissatisfied or abusive individuals.

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.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview, extensive background and reference check; job related tests may be required.

The duties listed 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.

Approval:

Approval: 
Police Chief

Village Administrator

9/3/24
Date
9/3/2024
Date

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February 2013