



Enforcement Secretary

Job Code: 9

Exempt: No

Department: Sheriff's Office

Reports To: Lieutenant (CID)

Location: Sheriff's Office

Date Prepared: 5/18/2021

Date Revised: 5/18/2021

Safety Sensitive: This position is designated as safety/security sensitive and is subject to pre-employment, reasonable suspicion and random drug and alcohol screening.

Safety Sensitive Designation Requirements:

This position is safety sensitive and subject to pre-employment, reasonable suspicion, and random drug and alcohol testing.

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and minimum qualifications of this job. The incumbent(s) may be required to perform job related responsibilities and tasks other than those stated in this job description. Nothing in this job description restricts management's right to assign or reassign job-related responsibilities and tasks to this job at any time. Certain functions are understood to be essential; these include, but are not limited to, attendance, getting along with others, working a full shift, and dealing with and working under stress. Any essential function of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant only to the extent medically and reasonably feasible

GENERAL DESCRIPTION OF POSITION

The incumbent provides secretarial assistance and administrative support for over sixty law enforcement officers, which better enables them to perform their duties. Acts as receptionist and answers the telephone for the Enforcement Division, which includes patrol, criminal investigations, and animal control. Ensures all office functions are performed efficiently and in a professional and timely manner to maintain office continuity. The incumbent performs secretarial duties to include: data entry, answering and disseminating telephone calls, answering and distributing of correspondence, printing reports for insurance companies, supplying reports to the proper courts and the general public, saves investigation interviews performed in CID and adds to case file and enters citations and warnings. This position has considerable contact with all divisions and departments within the Sheriff's Office and must have in-depth knowledge of operations and procedures. Incumbent also has extensive contact with other law enforcement



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agencies, attorneys, other county offices and the general public. Initiates and implements new ideas for efficient operations. Ensures all office functions are performed efficiently and in a professional, accurate, confidential and timely manner. Responsible for supervising clerical employees as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Performs data entry, scanning, photocopying, and filing. Screens incoming information and telephone calls in order to refer to appropriate investigator for response.
2. Greets visitors and resolves problems (e.g., department personnel, other state or law enforcement agency personnel and the general public) in person in order to provide assistance or refer to appropriate investigator. Must be able to verbally defuse hostile individuals.
3. Conduct all activities in a professional manner to ensure a positive image of the Sheriff's Office and maximum cooperation between and among the county, the public and other law enforcement agencies. Use of discretion when deciding how and when to share confidential information.
4. Maintain and update classified case files, which are subject to audit by the Arkansas Crime Information Center, in an accurate and efficient manner.
5. Ensure office equipment is in working condition. Call for service and/or repair as required. Maintain adequate supplies for the office. Reorder, as necessary.
6. Receive, correct, assemble, file supplement reports, and update case status on incident reports.
7. Data entry into designated databases.
8. Sex offender verification in the lobby.
9. Scheduling verification appointments for approximately 250 sex offenders.
10. Register new offenders after verifying address through dispatch.
11. Schedule follow-up appointments with offenders on whom we have received a notice of delinquent status.
12. Enter sex offender data into OffenderWatch on all sex offenders.
13. Provide public, prosecutors, attorneys, insurance companies, courts and nationwide law enforcement agencies with incident reports and duplicates of audio and video interviews and photographs.



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14. Conduct all liaison activities in a professional manner to ensure maximum cooperation between and among County and other agencies.
15. Ensure that all activities are professionally and ethically performed in accordance and within the law to protect the individual rights of all citizens in Washington County.
16. Ensure that all duties assigned are performed in an efficient and responsible manner according to office policy and procedures.
17. Responsible for scanning documents into each case file, maintaining the case file for future and current investigations.
18. Responsible for helping with child information cards at events as needed.
19. Assesses whether callers and/or visitors should have access to information being requested in order to ensure that confidential information is disseminated to authorized persons only.
20. Remains current on modern office and job-specific procedures through job-related training courses in order to apply appropriate methodologies.
21. Supervises the work of one part-time employee to ensure that assigned tasks are completed accurately and in a timely manner.
22. Must have knowledge of The "Arkansas Freedom of Information Act" (FOIA), regulations, rules of procedure and policies adopted by the agency in order to fulfill FOI requests that may be requested from the Criminal Investigation Office.
23. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, plus 2 years related experience and/or training, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.



MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Intermediate: Database, Spreadsheet, Word Processing/Typing

Basic: Alphanumeric Data Entry, Contact Management

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under immediate supervision, performs general assignments of work, with periodic check of performance by supervisor.

PLANNING

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and which would not only affect the operating efficiency of the individual involved, but would also affect the work operations of other employees and/or clientele to a slight degree.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.



RESPONSIBILITY FOR WORK OF OTHERS

Responsibility for work of others: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Regularly responsible for property where carelessness or error would result in only minor damage or minor monetary loss. Almost continuous care and attention is required when handling this property in order to prevent loss.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY

FREEDOM TO ACT

Generally controlled. General processes covered by established policies and standards with supervisory oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower. None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision-making by others.

PUBLIC CONTACT

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Occasional use of highly complex machines and equipment; specialized or advanced software programs.



WORKING CONDITIONS

Somewhat disagreeable working conditions. Continuously exposed to one or two elements such as noise, intermittent standing, walking; and occasional pushing, carrying, or lifting.

ENVIRONMENTAL CONDITIONS

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

PHYSICAL ACTIVITIES

The following physical activities 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 and expectations. Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making. While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, talk or hear; occasionally required to walk, reach with hands and arms, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; and ability to adjust focus.

ADDITIONAL INFORMATION

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, be certified in the Arkansas Crime Information Center/National Crime Information Center systems or Criminal Justice Information System (CJIS). The requirements listed below are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must not have any felony convictions.

OTHER SKILLS and ABILITIES:

The incumbent should possess good communication skills, as frequent contact is required with the public and others. Also, should have knowledge of modern office practices, procedures, and equipment. The incumbent should also possess good organizational skills for prioritizing workloads. Clerical/Secretarial skills include computer skills, software application knowledge, accurate keyboarding, calculator (10-key), copier, scanner, and fax machine, etc.



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SIGNATURE SECTION:

This job description has been approved by all levels of management:

HR Director: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____