

City of Springfield
POLICE SECRETARY

GENERAL DUTIES AND RESPONSIBILITIES

Under the general supervision of a Police Captain or a Sergeant, writes reports, maintains records, provides lead direction to volunteers, receives and processes non-emergency calls for police services, and performs clerical and receptionist duties. Performs related duties as required.

ESSENTIAL DUTIES

1. Processes, maintains, and updates department and interagency records, and the Investigation Bureau's Case Management System; writes police reports using standardized report forms; enters and retrieves data using PCs and mainframe computer networks, including local, state and national law enforcement resources.
2. Coordinates, and initiates, various levels of administrative support for department program activities to include any of the following: voucher preparation and entry for the billing system; bad check complaints for investigation; and personnel file and employee roster maintenance.
3. Types departmental correspondence and reports, receives dictation using a transcribing machine and produces a final copy, and operates departmental office equipment to include telephones, computers, typewriters, FAX machines, photocopiers, and Text Telephones.
4. Responds to non-emergency phone contacts and provides information, referral services, or police assistance; answers a range of calls that include upset, angry, and/or abusive callers; provides assistance to callers who speak little or no English; operates a Text Telephone (sometimes referred to as a TDD or TTY) to process calls from the hearing impaired public; transfers emergency calls directly to a Dispatcher, if possible, or may enter data in the computer and then transfers the information to the Communications Center; initiates and returns calls as required.
5. May provide lead direction to CWE (Cooperative Work Experience) students and interns, and assigns and reviews work.
6. Provides services to department visitors who approach the reception counter to request police assistance, discuss crimes and other police-related matters, or obtain information.
7. Confirms warrants and stolen property; checks vehicle registrations and drivers' license status; provides information, instructions, or referrals to the appropriate investigator, or public resource or agency; may transfer information by phone or written communications.
8. May assist investigators with the photographing of physically injured victims; may assist in the searching and processing of prisoners of the same gender.

QUALIFICATION REQUIREMENTS

General Knowledge, Skills, and Abilities

Thorough knowledge of office practices and procedures; knowledge of the role of law enforcement in the community; knowledge of correct telephone answering techniques and customer service principles; knowledge of complex filing, data entry and retrieval techniques, and record keeping activities;

General Knowledge, Skills, and Abilities (continued)

knowledge of social service agencies and the basic assistance that they provide; knowledge of correct punctuation, spelling, sentence structure, and vocabulary; knowledge of the capabilities and general use of computers; knowledge of basic arithmetic; ability to provide the necessary lead direction for volunteers and unit staff; ability to communicate with a clear, audible voice; ability to perform duties efficiently in an operation with varying degrees of stress; ability to utilize word processing, spreadsheet, and database systems sufficiently to perform assigned duties; ability to perform multiple tasks, and shift attention quickly without loss of accuracy; ability to maintain confidentiality; ability to enter, retrieve, code, and update job-related computer information; ability to use tact and courtesy in varying situations; ability to type sufficiently to perform the duties of the job; ability to prepare accurate, understandable reports, to include standardized police reports; ability to interact harmoniously with co-workers, other agencies, and the public.

Experience and Training

Completion of job-related training or coursework, plus related work experience, typically three years in administrative support positions of increasing complexity, with at least one year in a confidential work environment. Two years of college with work-related coursework, may be substituted for two years of the required experience, or any combination of experience, education or training that provides the required knowledge, skills, or abilities.

Special Requirements

To ensure basic rights to privacy, and because some of the employees in this classification (job title) may be required occasionally to conduct searches of women prisoners, gender will be a bona fide occupational qualification (BFOQ) in the filling of certain vacancies in this classification. If a BFOQ is required by current staffing needs, it will be conspicuously noted in the recruitment process.

CONDITION OF EMPLOYMENT

Appointees must become certified in the use of the Law Enforcement Data System (LEDS) within 6 months of hire.

Police Department employees hired after June 1986 must refrain from the use of tobacco products while on duty.