

**Pulaski County Sheriff's Department
Criminal Investigations Division
Administrative Assistant**

DEPARTMENT: Pulaski County Sheriff's Office

REPORTS TO: Criminal Investigations Lieutenant

SUPERVISION EXERCISED: None

SUPERVISION RECEIVED: Work is performed under regular supervision. Employee will undergo a six-month orientation period and will be evaluated at the end of the six-month term. Employees will be evaluated annually thereafter.

CLASSIFICATION (FLSA): Non-Exempt, Full-Time

WORK HOURS: Monday – Friday, 8:30-4:30. Limited overtime hours required.

ESSENTIAL FUNCTIONS: The Administrative Assistant provides administrative and clerical support for the Criminal Investigations Division as well as Administration. This position must present and maintain professionalism and confidentiality at all times. This position must also be able to work effectively to meet the needs of the community and the organization through work behaviors demonstrating Pulaski County Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

JOB REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions. Employee must successfully pass a drug test and criminal background check.

RESPONSIBILITIES:

- Position requires physical presence on the job
- Perform confidential administrative support work by entering warrants, citations, and civil process papers accurately
- Perform data entry and determine appropriate process to be used
- Review reports, data, and other information to ensure conformance to established policies and procedures
- Sort and distributes mail for office
- Maintain files, and pending assignments/messages for Criminal Investigation Division and administrative staff
- Order and maintains office supplies

- Screen phone calls and respond to questions by following established policies and procedures
- Scan and file investigative case files
- Performs Virginia Crime Information Network (VCIN), and National Crime Information Center (NCIC) checks
- Interact with the public and others outside of the work unit to obtain and provide information and assistance in a variety of circumstances
- Screen and respond to inquiries including but not limited to the Commonwealth Attorney's Office, DSS, and other Law Enforcement Agencies
- Resolve problems as needed and other similar types of administrative support activities
- Perform other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of standard office systems, practices, procedures, and administration
- Knowledge of general office equipment and computers
- Knowledge of business English and spelling
- Computer Skills – Microsoft Word, Excel, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy
- Time Management Skills – Ability to plan and organize daily work routine. Establishes priorities for completion of work in accordance with time management methodology
- Ability to communicate ideas effectively

ADA REQUIREMENTS: Ability to sit at a desk and operate computer equipment for periods up to three hours continuously, ability to read and write and to exchange information, ability to file papers, ability to lift and carry up to 50 lbs, dexterity required to operate keypads, push buttons, and switches, ability to work independently in the absence of specific instruction and ability to meet the public courteously and effectively.

PROFESSIONALISM AND CONFIDENTIALITY:

- Develop and maintain cooperative and courteous relationships with employees and the public. Able to effectively handle routine inquiries and complaints from or disputes with public in confidential manner.

EDUCATION AND EXPERIENCE

Administrative Assistant – Requires a high school diploma and a minimum of 2 years of related administrative support experience, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

Requires a comprehensive background investigation to include a local, state, and federal criminal history check, sex offender registry, and credit check.

Required to obtain and/or maintain Level A VCIN/NCIC Operator Certifications as a condition of employment.