

SHERIFF'S SUPPORT SPECIALIST III

JOB PURPOSE AND SUMMARY

Performs advanced and specialized administrative support functions for the assigned division of the Sheriff's Office. Positions in this classification generally are responsible for the more complex administrative support functions and those requiring in-depth expertise in the functions and services of the department. Duties typically include processing of materials, research and analysis, use of various computer applications and other administrative support functions. Sheriff's Support Specialist's III may also be responsible for providing technical assistance and guidance to other employees.

CLASSIFICATION DISTINCTIONS

This is the specialist level within the Sheriff's Support Specialist series. Positions at this level are distinguished by the requirement for a thorough and detailed understanding of the goals and functions of the department. The next lower level, Sheriff's Support Specialist II, requires proficiency in the full range of office support functions but requires less departmental expertise and handles the less complex matters. The next higher level of Sheriff's Senior Support Specialist serves as a lead supervisor over a work group.

Advanced clerical skills alone are not sufficient to warrant classification at this level, nor is simple possession of technical knowledge about the department. Responsibilities must require the application of that knowledge and a high level of independence.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES – Assignments within the Sheriff's Office may vary significantly from division to division. The position may serve as the senior person in a work group and/or have continuing individual responsibility for a group of divisional functions or services. Duties may include:

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class)

- Prepares correspondence and other documents
- Gathers and compiles information and prepares reports and analyses in response to problems or as assigned.
- Provides direct customer service in the more complex service areas
- Develops and maintains computer databases or manual records systems
- Uses spreadsheets to track, analyze and report quantitative information
- Processes forms, applications, service requests and payments
- Develops or recommends new policies, systems, work procedures and methods
- Implements new procedures and systems and trains staff
- Coordinates and organizes meetings, activities and functions; schedules rooms, assures notification of participants, arranges for necessary equipment and supplies.

- Assists, guides or trains other employees

May assume charge of support functions and staff in the absence of a lead-worker or manager

QUALIFICATIONS

- High school graduate or GED.
- U.S. citizen at the time of hire.
- Two to four years of college or business school training is highly desirable.
- Three to five years of responsible and advanced administrative support experience including the full range of office and support functions; telephone and reception, word processing, spreadsheet and other personal computer applications, filing systems, mail, supplies, budgeting, accounting and others.
- Specialized experience in law enforcement is highly desirable. However, this expertise is not required at entry into the classification.

Knowledge of.... general office procedures and practices; technical and/or specialized functions, policies and procedures of the work unit; advance knowledge and skills in applicable computer applications; effective business correspondence including spelling, grammar and punctuation.

Ability to.... establish and maintain cooperative and effective working relationships; master the more complex department services and functions; effectively guide and assist other employees; evaluate and improve department service delivery through enhancement of procedures, systems, organizational approaches and record keeping; develop and demonstrate effective customer service techniques; communicate effectively in written form.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

Work is generally performed in an office setting with comfortable environmental conditions. Most positions involve a high activity level and pace, competing time demands, some interaction with dissatisfied or angry customers. Essential tasks would include typing/keyboard skills, phone usage, reading, speaking and listening.

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Office use: 6/22/00