

## **SHERIFF'S SUPPORT SPECIALIST II**

### **JOB PURPOSE AND SUMMARY**

Performs responsible and varied clerical and/or typing performed for various divisions within Clark County Sheriff's Office. Incumbents typically are experienced in one or more facets of office/support work.

### **CLASSIFICATION DISTINCTIONS**

An employee occupying a position in this class is responsible for performing office support work of a substantive as well as procedural nature. Work is performed in a variety of ways and in different work environments.

This class is distinguished from the cadet level by performance of work requiring more independent judgment; volume and complexity of guidelines used which require a greater degree of interpretation by the incumbents; and the amount and level of material to be learned being substantially greater, thereby increasing the time required of the incumbent to learn the duties.

Work includes various duties involving different and unrelated processes and methods such as receiving, checking, verifying, coding and routing documents; data entry; answering multiline phone systems; providing internal and external customer service; taking and transcribing dictation; organizing and maintaining criminal, jail, and general office files and records; and performing over-the-counter clerical services.

Results of work affect the accuracy, reliability or acceptability of processes or services, thereby directly or indirectly affecting organizational management and operational processes. On-the-job training normally requires from 6 to 12 months before employees are capable of working without close supervision. Guidelines are available in the form of clearly defined policies, procedures, instructions and performance standards.

The use of discretion and judgment is required in selecting and applying the most appropriate guidelines, references and procedures. Significant proposed deviations or situations to which existing guidelines cannot be applied are typically referred to lead/supervisor positions.

All employees must possess considerable knowledge of general office practices and procedures and of the functions and operations of the Sheriff's Office program(s) and projects. An employee with typing and/or basic stenographic duties must possess considerable knowledge of English grammar, spelling, capitalization and punctuation needed to type a variety of material accurately from written sources or voice recording. The employee must also possess knowledge of the standard as well as non-standard or technical formats, forms, typing policies and terminology of the Sheriff's Office. The employee must also possess the skill to operate standard office equipment such as teletypes, computer terminals, printers, word processors, calculators, copiers, postage machines, recorders and transcribers.

The employee must assist in the training of other assigned clerical staff.

Personal contact is typically a major function of positions in this class. Some contact is made with other employees within the immediate division, department or project, or with employees of other county departments. Contact with the general public is typically high and often constitutes the major element of job performance. Contacts may also include persons involved in Council action, civic group activities, hearings and court proceeding.

Purpose of contacts is to obtain, clarify or provide facts or information. An employee must use discretion and judgment, and knowledge of the organizational structure in order to properly screen and refer inquiries and visitors. The nature of facts or information ranges from that which is easily understood to technical data. Contacts may also be for the purpose of planning, coordinating and advising work efforts.

The lead/supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and/or quantity expected, deadlines and priority of assignments. The supervisor is available to assist and advise employees on unusual problems. The employee must use initiative in carrying out recurring assignments independently without specific instructions. Work is reviewed in progress and upon completion for thoroughness, accuracy, timeliness, compliance and local policies and procedures and, when applicable, attitude and effectiveness in dealing with others. The employee at this level does not supervise other employees or perform lead functions except for special projects.

### **KEY OR TYPICAL TASKS AND RESPONSIBILITIES**

(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)

- Types a variety of routine material in final form from written matter or voice recordings and ensures correct grammar, spelling, punctuation and capitalization in the material typed.
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- Organizes and maintains subject matter files and personnel records and retrieves information, files, documents and records as needed. Assures that records disposition schedules are adhered to and that files are kept orderly and current.
- Originates procedural correspondence such as letters of transmittal, routine notices, and responses to requests for information which are readily available by reference to office records.
- Processes requisitions, vouchers, and cost bills received through departmental business transactions; places orders and form requisitions and validates payments received.
- Maintains simple bookkeeping, financial and statistical records where no technical accounting knowledge is required.

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- May greet visitors and direct them to the proper person or section; responds to routine inquiries by phone or person-to-person; fulfills requests for publications or office supplies; makes necessary arrangement for travel and prepares travel vouchers for staff.
- Receives, receipts and calculates various payments, fees and fines; makes proper distribution and manually records entries or codes incoming material for automated data entry or further clerical processing.
- Takes minutes at meetings; performs follow-up clerical procedures between meetings and groups.
- Operates standard office equipment. May also operate 2-way radio and other specialized communications equipment.
- Performs counter work; receives and processes a variety of forms and applications, i.e., determines regulatory or procedural compliance; computes or verifies data, fees or payments; assists in the completion of forms or documents; and research governing directives to answer questions and resolve routine problems encountered. May also provide information and explain departmental procedures in response to questions raised by the public served. Issues documents such as licenses, permits, registrations and receipts.
- Assists in specially assigned or periodic data searches to develop or recover information from standard and non-standard sources. Assists in the compliance and evaluation of such data to meet defined objectives.
- Operates computer terminal, teletype, printer or word processing equipment using a variety of source documents and formats. Codes, verifies and proofreads input data printouts.
- Orders, maintains and distributes stocks, supplies and inventories. Conducts related price surveys when required.
- Coordinates and organizes meetings, activities and functions. Sets up rooms and equipment when required.

## Typical tasks/responsibilities of positions assigned to Reception (Jail), Criminal Records, Jail Records, or the Civil Division

- Enters, updates, and/or deletes data on local, state and national computerized records as appropriate to provide and maintain accurate case files, records, and logs of police information such as: stolen/recovered/impounded properties, missing or wanted persons, weapon purchases and permits, restraining orders, warrant logs, booking/arrest/release data, dispositions of court actions, and driving records.
- Provides background checks and other requested information to officers and authorized agencies, assessing local, state and federal computerized record systems.

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- Assists the public by issuing concealed weapons permits, corrections records, personnel files, correspondence, etc.
- Sends, originates, receives and routes teletype messages for the Sheriff's Office.
- May assist with coordination of arrangement for prisoner transports into the County.
- Redacts and produces police reports to the public
- Performs related duties as required.

**QUALIFICATIONS**

- High school diploma or GED
- United States Citizenship or Lawful Permanent Resident required.
- Two years of general office work experience at a level equivalent to the work of the class;

- OR -

- Substituting, on a month-for-month basis, successful completion of post-secondary education or training in office principles and practices for the minimum experience (45 credit hours for each year);

- OR -

- Any combination of education, training and experience that would demonstrate the ability to perform the work of the class.
- Ability to accurately type at a speed of 40 or more words per minute at the time they occupy a position.
- In some positions, the incumbent may be required to possess or be able to obtain a valid Washington State Driver's License.

**Considerable knowledge of:** general office procedures and practices and of the specialized functions, policies, and procedures of the work unit; spelling, capitalization, punctuation and rules of grammar, and of the formats and clerical procedures used in performing the work.

**Knowledge of:** basic bookkeeping and/or cashiering methods and practices as required by the position.

**Skill in:** operating manual, electric or automatic typewriters, data processing equipment and other office equipment required by the position.

**Ability to:** communicate English effectively orally and in writing; to learn assigned clerical, typing and/or stenographic tasks readily; and to adhere to prescribed office routines; establish and maintain harmonious working relationships with other employees and the general public; maintain a neat personal appearance and courteous attitude toward the public and fellow employees, even under stressful and unpleasant situations; sit or stand for long periods of time while performing routine and repetitive functions.

### **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

Work is performed primarily in an office setting. Some walking, bending and carrying light items is required. In some positions the incumbent may be spending a major part of the workday exchanging information over a counter. Such duty may require prolonged periods of standing. Incumbent experience highly stressful situations in the process of resolving problems on an immediate nature, i.e., facing irate citizens dissatisfied with information received, action taken or to be taken by a division or department, or denial of service for cause. Operating a motor vehicle may also be required.