

City of Claremont, New Hampshire Position Description

Position Titled:	Administrative Secretary	Union/Merit:	Merit
Reports to:	Police Chief	Grade Level-Points:	6 - 295
Department:	Police	Revised/Updated:	04/10/05
FLSA Status:	Non-Exempt		

Job Summary

Performs important administrative work involving operations of the department. Uses independent discretion and judgment in coordinating the administrative operations of the Department. Relieves Department Head of administrative details by composing correspondence on own initiative, scheduling appointments and meetings, responding to requests for information and assistance, resolving problems and complaints, and handling telephone calls. Handles confidential and/or sensitive information requiring the use of discretion and tact.

As a top administrative office of the Police Department, many complex issues of police operations come to this office. The work is varied and complex. Knowledge of department policy must be learned and used in order to be effective. The total confidentiality of subjects and activities makes the support and allegiance to the Police Chief and his/her Police Commission absolute.

Essential Job Functions (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class)

1. Receptionist, typist, and file clerk for the Department Head's office.
2. Must have clear, understandable speech.
3. Schedules and confirms appointments, meetings, or reservations, and maintains Department Head's appointment calendar to ensure effective time management.
4. May serve as clerk to the Police Commission, taking minutes for each Commission meeting and preparing them for the next Commission meeting as part of packet preparation and distribution duties.
5. First respondent, many times, to citizen complaints and deals on a routine basis with community and governmental agencies.
6. Enters and retrieves technical information from a computer in order to perform research, update records, processes transactions, and responds to requests for information.
7. Composes correspondence on own initiative or under general direction to expedite the processing and completion of work.

Page 1 of 6

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The use of an 8 hour day is to show the typical condition requirements for sitting, walking and standing and should not be construed that all jobs are 8 hours.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

City of Claremont, New Hampshire Position Description

8. Maintains administrative files related to the Department.
9. Assists Department in transcribing or typing from draft, reports, memoranda, policies, and special orders and directives.
10. Performs a variety of administrative and clerical tasks associated with the operation of the department including; orders supplies and equipment for the office by preparing requisitions and purchase orders, and interacting with vendors regarding specifications and availability of supplies and equipment.
11. Collects fees; enters and posts on computer ledger; and completes deposit slips.
12. Sets up and maintains alphabetic and numeric files so that documents can be filed and retrieved in an orderly fashion.
13. Attends meetings on behalf of department staff; may take and transcribe minutes of meeting.
14. Processes departmental mail, opens, sorts, and distributes to appropriate individual, or develops a response as appropriate.
15. May maintain time and attendance records.
16. Custodian of Police Commission enactments and enactments of Command Staff.
17. Follows up on the directives of the Police Chief.
18. Performs research as assigned and compiles appropriate reports or data as requested.
19. Responsible for all correspondence and reports leaving the Chief's office as well as responsibility for office records and file system.
20. Schedules appointments for the Police Chief and Police Commission; notifies certain members and public of changes.
21. Prepares public notices as prescribed by city, state, and federal law.
22. Assists the Division Commanders with clerical support.
23. Performs duties of record clerk in his/her absence.

Page 2 of 6

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The use of an 8 hour day is to show the typical condition requirements for sitting, walking and standing and should not be construed that all jobs are 8 hours.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

City of Claremont, New Hampshire Position Description

24. In emergencies, assists the communications specialist.

25. Performs other related duties as assigned.

Peripheral Duties

Attend night meetings as requested.

Perform the duties of subordinate personnel as needed.

Analyze and recommend improvements to equipment and facilities, as needed.

Participate in various committees.

Desired Minimum Qualifications

Education and Experience:

High School diploma and, preferably, an Associates Degree in the areas of office management, computer training, typing, report writing and business English, plus not less than three (3) years experience performing a wide range of office management responsibilities; *or* any equivalent combination of training and experience which demonstrates the possession of the knowledge, skills and abilities required to perform satisfactorily on the job.

Must maintain any required approvals and designations as required.

Necessary Knowledge, Skills and Abilities:

Knowledge of:

- Administrative policies and procedures related to the administration of the Department.
- Modern office methods, procedures, equipment, business letter-writing, and standard clerical techniques.
- Word processors or computers.
- Techniques of effective time management.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Record keeping, report preparation, filing methods and records management techniques.
- Extensive knowledge of the principles, practices and techniques of office and administrative management, including office practices and procedures.
- Extensive knowledge of office record keeping practices.
- Thorough knowledge of applicable laws, ordinances, and department rules and regulations.

Ability to:

- Attend night meetings or hearings, when required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The use of an 8 hour day is to show the typical condition requirements for sitting, walking and standing and should not be construed that all jobs are 8 hours.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

City of Claremont, New Hampshire Position Description

- Read and interpret documents.
- Write reports, correspondence, and procedure manuals.
- Demonstrated ability to communicate both orally and in writing.
- Maintain electronic and written records and prepare reports and to document any and all information pertaining to the activities and responsibilities of the position.
- Make accurate arithmetic calculations.
- Ability to maintain effective working relationships with department heads, employees, City Council and the public and to deal with service problems courteously and tactfully.

Skill in:

- Using tact, discretion, initiative and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.
- Typing complex documents containing numeric information or technical terminology.
- Using computers to create and manage files, records, spreadsheets and databases and to enter and retrieve information.
- Operating general office equipment.
- Compiling, composing, and maintaining reports.
- Understanding and carrying out complex written and oral instructions.
- Skill in the use of the tools and equipment listed below.

Supervision Received

Works under the supervision of the Police Chief, Deputy Chief and Police Commission.

Supervision Exercised

None

Responsibility for Public Contact

Because of the dual nature of this position, there are person-to-person relationships with members of the media, department directors, the general public and members of the Commission. Matters of substance and considerable importance are discussed, researched and put into a workable form for either the Police Chief or the Police Commission.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The use of an 8 hour day is to show the typical condition requirements for sitting, walking and standing and should not be construed that all jobs are 8 hours.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

City of Claremont, New Hampshire

Position Description

Licensing & Certification

None required

Tools & Equipment Used

Personal computer including Microsoft Office software, accounting software, tape transcriber, telephone, typewriter, calculator, copy machine, and fax machine etc

Typical Work Surface(s): Standard office desk and chair; tables; computer work station, wood, tile, cement and carpeted floors.

Typical Controls & Equipment: Calculator, computer, printers, telephone, tape transcriber, typewriter, copy machine, fax machine, postage machine, folder/insertter etc.

Typical Work Environment: Inside: 99% Outside: 1%

Summary of Occupational Exposures: May be exposed to cleaning fluids, copier toner, etc. Works in a normal office environment where there are no or little physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like. During emergencies, significant periods of duty are required.

The incumbent's working conditions are typically quiet to moderately loud.

Physical Activity Requirements

Primary Physical Requirements

<u>LIFT up to 10 lbs.:</u>	Frequently required
<u>LIFT 11 to 25 lbs.:</u>	Occasionally required
<u>LIFT 26 to 50 lbs.:</u>	Rarely required
<u>LIFT over 50 lbs.:</u>	Not required

<u>CARRY up to 10 lbs.:</u>	Occasionally required
<u>CARRY 11 to 25 lbs.:</u>	Occasionally required

Other Physical Considerations

<u>Twisting:</u>	Occasionally required
<u>Bending:</u>	Occasionally required
<u>Crawling:</u>	Rarely required
<u>Squatting:</u>	Occasionally required
<u>Kneeling:</u>	Occasionally required

<u>Crouching:</u>	Occasionally required
<u>Climbing:</u>	Rarely required

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The use of an 8 hour day is to show the typical condition requirements for sitting, walking and standing and should not be construed that all jobs are 8 hours.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

City of Claremont, New Hampshire Position Description

<u>CARRY 26 to 50 lbs.:</u>	Occasionally required	<u>Balancing:</u>	Rarely required
<u>CARRY over 50 lbs.:</u>	Rarely required	<u>Grasping:</u>	Frequently required
<hr/>			
<u>REACH above shoulder height:</u>	Occasionally required	<u>Handling:</u>	Frequently required
<u>REACH at shoulder height:</u>	Occasionally required	<u>Torquing:</u>	Occasionally required
<u>REACH below shoulder height:</u>	Occasionally required	<u>Fingering:</u>	Frequently required
<u>PUSH/PULL:</u>	Occasionally required		

During an 8-hour Day, Employee is Typically Required To:

	<u>Consecutive Hours</u>	<u>Total Hours</u>
Sit	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Stand	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Walk	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8

Cognitive and Sensory Requirements:

<u>Talking:</u>	Necessary for communicating with others.
<u>Hearing:</u>	Necessary for taking instructions and information.
<u>Sight:</u>	Necessary for performing job effectively and correctly.
<u>Tasting & Smelling:</u>	Not required for the performance of the functions of this position.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The use of an 8 hour day is to show the typical condition requirements for sitting, walking and standing and should not be construed that all jobs are 8 hours.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.