



respect - Communication - Integrity - Teamwork - family

POLICE OFFICE MANAGER

DEPARTMENT/DIVISION: Police

GRADE: N/A

GROUP: Teamsters

FLSA STATUS: Non-Exempt

EFFECTIVE DATE: July 1, 2011

SUMMARY

Supervises the records division. Performs a variety of clerical, secretarial and administrative duties in support of law enforcement activities.

EXAMPLES OF DUTIES

These duties represent only the key areas of responsibility; specific assignments will vary depending on the needs of the department. Other duties may be assigned as necessary.

Plans and supervises the daily work of records personnel (Police Clerks and Civilian Aide). Supervisory duties include directing work, training/coaching, discipline and performance evaluations of subordinates.

Maintains the Police Department payroll and time sheets, enters the payroll into the city computer system.

Receives incoming telephone calls, determines the nature and urgency of calls, and routes calls according to guidelines. Greets the public in person at the front counter and assists in their inquiries, or directs them to the appropriate person or location. Handles citizen complaints on the telephone and in person and forwards them to the appropriate supervisors. Provides a variety of police related information to the public and other governmental agencies.

Receives requests from officers for special or specific information; follows up with appropriate information and relays the same back to officer.

Assists in the processing of a variety of reports and records. Write the following reports in the records management system: field interrogation cards, detoxification reports, non-sufficient funds check reports, vehicle impoundment reports, traffic hazard reports, arrest warrant reports, found/stolen bicycle reports, shoplifting reports, runaway juvenile reports, found property reports and etc.

Copies and processes reports to be sent to the Juvenile Department and the District Attorney's Office. Copies reports for insurance companies, the military, other law enforcement agencies and citizens when appropriate.

Performs file searches, files reports and other paperwork, routes reports and paperwork to the appropriate person when necessary.

Operates a terminal on the computerized records system, enters data into the computer, and generates a variety of law enforcement management system reports. Operates other criminal data information systems as needed.

Codes and enters the Oregon Uniform Crime Reports (OUCR) data.

Establishes and maintains records systems and reports within department guidelines.

Provides necessary support to other departmental personnel and other city employees.

SUPERVISORY RESPONSIBILITIES

Supervises the Police Department Clerks and the Police Department Civilian Aide.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Education and/or experience:

High school diploma or GED equivalent, and at least three years of general office, communications, or records management experience; or equivalent combination of education and experience.

Knowledge of the city payroll computer software or ability to learn system within six months.

KNOWLEDGE, SKILLS and ABILITIES

Knowledge of: Law enforcement practices, or the ability to learn.

Language skills:

Ability to read and interpret documents in the English language, such as safety rules, operating and maintenance instructions, and procedural manuals. Ability to write, in English, routine reports and correspondence. Ability to speak effectively before groups of customers or employees.

Mathematical skills:

Ability to add, subtract, multiply, and divide using whole numbers.

Reasoning ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

Other skills and abilities:

Must possess sufficient knowledge of modern office procedures and practices, including the use of computers, and knowledge of information systems equipment, fax, and multi-line phones. Must possess sufficient keyboarding and computer skills to accomplish the work in the prescribed time frame, and to keep the work current.

Must be able to meet all LEADS (Law Enforcement Data System) standards and requirements.

Must possess the emotional stability and interpersonal abilities to interact positively with people, and to function effectively in stressful situations.

The ability to exercise discretion, good judgment and to maintain confidentiality is imperative.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to talk, hear, sit, use hands and fingers to handle and feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to stand, walk, stoop, kneel and crouch. The employee must occasionally lift and/or move up to 20 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Work is performed in a temperature controlled, well lit office environment. The office environment, due to the nature of police work, will at times, become stressful. The noise level in the work environment is usually quiet to moderate.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

