

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: ADMINISTRATIVE ASSISTANT**  
**DEPARTMENT: POLICE**  
**REPORTS TO: POLICE CHIEF**

**JOB CODE: 5103**  
**DATE: 1/07**

**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 Police Chief 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. Serves as administrative assistant to the Police Chief.

**ESSENTIAL JOB FUNCTIONS:**

Assists department and division heads with tasks that require confidentiality.

Coordinates, edits, proofreads, and prepares a variety of correspondence, reports, forms, and other documents requiring special formatting or containing complex terminology.

Resolves problems and issues whenever possible to save the department head time; interacts with staff, elected officials, and the general public in person or by telephone in order to respond to inquiries, receive complaints, and resolve problems.

Composes correspondence on own initiative or under general direction to expedite the processing and completion of work; receives, reviews, and screens correspondence addressed to department head.

Maintains databases and administrative files related to the department.

Maintains, updates, and distributes department policies, general orders, special orders, and directives.

Schedules staff meetings; attends meetings and transcribes minutes.

Coordinates the annual awards ceremony and luncheon for the department; processes nominations, produces letters and certificates, produces invitations, and sets up.

Writes, edits, lays out, and distributes the department newsletter.

Maintains the department Web site.

Edits and proofreads department press releases; places press releases on the department and Crimeline Web sites.

Assists with the recruitment and polygraph process as needed.

Processes and records information on accidents, pursuits, injuries, internal investigations, and use of force.

Schedules appointments and meetings; maintains Police Chief's calendar.

Processes department mail; distributes mail to appropriate individuals.

Assists with special department events, including retirement and holiday functions.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Personal Computer and/or Terminal  
General Office Equipment  
Multi-line Telephone

Typewriter  
Calculator  
Tape Transcriber

Copier  
Adding Machine  
Fax Machine

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

High school degree or equivalent and, 3 - 5 years of progressively responsible administrative experience which includes interaction with high level officials and managers; or, any combination of education, training and experience that provides the knowledge, skills and abilities required for the job.

**Licenses and Certifications:**

Notary Public. (May require)

Justice of the Peace (May require)

**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.

Computers and software packages related to the position.

Techniques of effective time management.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Record keeping, report preparation, filing methods, and records management techniques.

**Skill in:**

Communicating effectively with others, orally and in writing.

Using tact, discretion, initiative, and independent judgment within established guidelines.

Dealing courteously and diplomatically with various levels of staff and the general public.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Applying logical thinking to solve problems or accomplish tasks and 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.

**Mental and Physical Abilities to:**

Handle situations in which others may be angry or argumentative.

Establish and maintain effective working relationships with others.

Attend night meetings or hearings, when required.

Read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and so forth.

Write reports, correspondence, and procedure manuals.

Perform duties while sitting at a desk or table or while intermittently sitting, standing, or stooping.

Occasionally lift light objects.

Use tools or equipment requiring a high degree of dexterity.

**Working Conditions:**

Work is performed in an office.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.