



POSITION DESCRIPTION

JOB TITLE:	Office Support Assistant	DEPARTMENT:	Sheriff's Office
FLSA STATUS:	Non-Exempt	REPORTS TO:	Office Administrative Coordinator
APPROVED DATE:	October 2016	GRADE:	6
SAFETY SENSITIVE:	No	REVISED DATE:	August 2021

SUMMARY

To perform a wide variety of responsible secretarial, and clerical duties in support of the Sheriff's Office. The position requires the use of independent judgment, broad knowledge, and understanding of policies, modern office and clerical processes, and technical data and information systems. Must be able to interpret and explain county and department policies and procedures. Serves as the central records-keeping information center for the Sheriff's Office; provides information to other agencies and the public in accordance with open records laws and confidentiality requirements. Provides input for planning and implementation of new procedures and policies relating to the sheriff's records function. Take directives from assigned division Sergeant and/or Office Coordinator.

DUTIES AND RESPONSIBILITIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth to address business needs and changing business practices.

ESSENTIAL FUNCTIONS

- Attends work during regularly scheduled hours.
- Perform data entry functions; examine and verify all data prior to input, reconcile discrepancies. Input, code, file, maintain, and update computer and non-computer-based criminal/non-criminal/civil records and other law enforcement files including adult and juvenile incident reports, warrants, citations, warning tickets, accident reports, transportation orders, protection order/disorderly conduct restraining order/no-contact orders, and case management programs. Prepare and scan reports for archive.
- Respond to general public both on the phone and in person as the main information center for the Sheriff's Office; provide assistance regarding routine and complex matters using independent judgment while ensuring compliance with applicable Open Records laws and departmental policies.
- Utilize law enforcement radio communications to dispatch messages from and transmit radio messages to personnel in the field, monitor law enforcement and other related emergency radio frequencies, and secure and relay information as requested by field personnel.
- Monitor and coordinate information during disasters or severe weather and other information from North Dakota State Radio via the Law Enforcement Teletype System, field deputies, other law enforcement officers and spotters, dispatch deputies to locations of severe weather and disasters, and assist in the coordination of requests for assistance from other agencies as required.
- Transcribe recorded statements and supplements related to sheriff reports and investigations. Monitor and prioritize transcription workload according to investigative or prosecutorial requirements.
- Coordinates Sheriff's Office prisoner transportation operations: receive transportation requests from a variety of law enforcement agencies, court systems, and treatment facilities to transport court committed, both criminal and mental health, individuals.
- Process, disseminate, maintain, and update all citations, tickets, permits, orders and notices daily, which includes prisoner transport orders, civil process requests, and concealed weapons/fireworks permits.
- Collect payments for a variety of reports, tickets, county fees, civil process, and licenses.
- Process background checks from a variety of local, state, and federal agencies in compliance with applicable Open Records laws.
- Release Sheriff's Office records to a variety of agencies and the general public in accordance with applicable Open Records laws and department policies or practices designed to protect confidential and law enforcement sensitive information.
- Register offenders, including sex offenders; assist in completing state forms and ensure accuracy; coordinate fingerprints, photos, and DNA completion; enter, maintain and update computer information and submit appropriate forms to ND BCI.
- Monitor workload, priorities, and deadlines. Organize and maintain filing. Enter and modify NCIC and CWIS entries. Receive, sign for, screen, and distribute mail and packages; prepare outgoing mail.
- Perform other duties as assigned or apparent.



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MARGINAL FUNCTIONS:

Preparing fingerprints on Live Scan machine. Maintain various records, files, and logs. Operate fax sending and receiving documents. Collect fees and issues receipts. Perform other tasks such as destroying documents; collect and deliver documents at the courthouse; deliver funds and receipts to the treasurer's office.

Arrange meetings for the Sheriff; make calls, appointments, reservations, cancellations and correspondence. Type or prepare memoranda and letters from verbal or written instructions.

Maintain location of personnel during office hours; transfer telephone calls; and take messages.

EDUCATION AND EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: High School Diploma or GED, Associates Degree, or 2 years of post-secondary education.

Experience: Two years of general clerical experience. Law enforcement office support experience preferred.

Licenses, Certificates, and Registrations: Possession of or ability to obtain a valid National Crime Information Center Certification, Notary Public Commission, and a valid driver's license. Pass a state/federal criminal background check to obtain access to law enforcement sensitive information.

ACCOUNTABILITIES AND QUALIFICATIONS

The following generally describes the knowledge and ability to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

ACCOUNTABILITIES:

- Perform job responsibilities in a manner consistent with the County's vision, mission and values.
- Develop and maintain a thorough working knowledge of all department and County-wide policies, protocols and procedures that apply to the performance of this position.
- Develop respectful and cooperative working relationships with co-workers.
- Inform immediate supervisor of all important matters pertaining to assigned job responsibilities.
- Seek opportunities for further personal growth and development.
- Represent the County in a professional manner to all internal and external contacts when conducting County business.
- Comply with all rules and policies in order to maintain a safe work environment.

KNOWLEDGE OF:

- Essential office software: Word, Excel, and Outlook preferred.
- County departments and their services in order to assist the public on where they may go for assistance with their questions and concerns.
- Routine clerical support procedures, such as making copies.
- County policies and procedures.

ABILITY TO:

- Operate computer and other office equipment, such as multi-line telephone, scanner, copier/fax and printers.
- Communicate clearly and concisely, both orally and in writing.
- Respond to requests from the general public.
- Establish and maintain effective working relationships with government officials, co-workers and general public.
- Handle varying and often busy, stressful times.



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PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 individuals with disabilities to perform the essential job functions.

PHYSICAL ABILITIES:

This work requires the occasional exertion of up to 50 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work has limited exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

WORKING ENVIRONMENT:

Ideal working conditions; not normally exposed to unusual environmental work elements.

HAZARDS:

Accidents improbable outside of minor injuries, such as abrasions, cuts, bruises; little exposure to health hazards. Has some variation in daily assignments or change in work pace and timeliness for end product.

SUPERVISOR RESPONSIBILITIES

None.

ACKNOWLEDGEMENT

I have read and understand this job description and its relationship to the position that I occupy. The statements contained in this position description are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not to be construed as an exhaustive list of all job requirements or duties preformed. The position description does not constitute an employment agreement between the County and the employee and is subject to change by the employer as the needs of the County and requirements of the job change.

Signature

Date

Print Name

Grand Forks County does not discriminate on the basis of race, color, national origin, sex (including sexual orientation and gender identity), genetics, religion, age, or disability in employment or the provision of services and complies with the provisions of the North Dakota Human Rights Act. **(NDCC 14-02.4)**