POLICE EXECUTIVE SECRETARY

DEFINITION
Under general supervision, provides administrative, professional, and confidential support to the Chief of Police.

ESSENTIAL FUNCTIONS
(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS
• Provides administrative, professional and confidential support to the Police Chief and Administrative staff members;
• Receives and disseminates official and confidential information between Police Department and City staff;
• Composes correspondences, schedules appointments, meetings and conferences; prepares and tracks project sheets;
• Organizes information and maintains files and records;
• May communicate with the Mayor, administrative staff, elected officials, department heads and City staff on behalf of the Police Chief or Deputy Police Chief.
• Answers, screens and routes incoming telephone calls;
• Assists the public with inquiries and refers to appropriate personnel;
• Responds to citizen complaints and requests for information;
• Prepares forms, including action status, professional development, conference expenses, short form agreements, purchase requisitions and payment vouchers;
• Types documents, memos, correspondence, reports and meeting minutes;
• May assists in coordinating City-wide celebrations and events.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
• Knowledgeable of City and Department policies and procedures, quality customer service techniques and concepts, file and record management, and business writing techniques and processes.
• Skilled in assessing and prioritizing multiple tasks, projects, and demands, typing, reviewing, and proofreading confidential documents and reports, working with conflicting and/or competing deadlines to complete projects and assignments providing and following oral and written instructions, and establishing and maintaining productive working relationships.
• Ability to effectively communicate verbally and in writing, maintain confidentiality and professionalism, work with a sense of urgency, and to independently resolve administrative conflicts as needed.
• Must type 60 words per minute with less than a 5% error rate
• Proficiency in operating a personal computer and MS Office software packages

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in an office environment. Work may require frequent standing, walking, bending, and lifting up to 10 pounds. Incumbents may be exposed to repetitive motion and vision to monitor.

QUALIFICATIONS
Associates Arts degree in English, Business, Management or Computer Sciences or related field AND seven years experience performing complex and confidential administrative support work and providing quality customer service OR an equivalent combination of education and experience.