

**Job Description: Union Position
Town of Pembroke, Massachusetts**

Position Title

Secretary to the Police Chief

Definition

Position performs responsible and confidential administrative duties for the Police Department. Maintains the confidentiality of the many matters that come before the Police Department. Performs a variety of administrative functions for the department including various record keeping activities.

Supervision:

The holder of the position receives supervision and direction from the Chief of Police and requires a cooperative working relationship with the staff lieutenants.

Job Environment

Normal office environment. Must be able to perform with frequent interruptions to respond to residents, customers, and other department personnel while completing required administrative tasks.

Essential Functions: *The essential functions or duties listed below are intended only as illustration of the various types of work that may be expected and performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.*

- Pick up mail and sign for any certified mail. Open, arrange files and distributes all mail.
- Receives telephone calls from the public requesting records information. Retrieves information from files, documents, and other sources of information, often requires extended research to answer questions from officers, the public, lawyers, insurance companies, state, and federal agencies etc., and invoicing when applicable.
- Prepares, types, and proofreads correspondence and documents as requested by the Police Chief and Lieutenants.
- Performs essential duties of the Assistant to the Chief during her absence including preparation of the department payroll.
- Prepare and submit police detail payroll weekly. Prepare invoices for vendors. Prepare turnover of monies received for the Treasurer. Keep a record of detail money paid and received.
- Prepare and maintain daily public log. Make corrections and add any missing important information. Email log to newspapers.
- Add new employees hired for details.
- Review documents and recommends disposal of in accordance with records retention schedule.
- Collects work related information, reports and other material and assembles this data into file folders for use by department personnel.
- Corrects errors and add missing information to police record entries or documents by computer.
- Attend to the needs of the public who request service at the front counter.
- Deliver and or picks up documents from the Town Hall.
- Participates in the development of procedures related to the storage and retrieval of official documents.
- Files office material and retrieves file folders for use by department personnel.
- Picks up, sorts, and distributes department payroll checks.

- Type and record information on a variety of activities and answers follow up inquiries concerning such records.
- Indexes, selects, cross-reference and arrange records in files and in storage areas.
- Files materials alphabetically, numerically, chronologically and by other predetermined categories.
- Receives and supplies request for information from officers and the public over the telephone and in person.
- Answer varied inquiries, over the phone or in person, explaining policies and procedures and resolving routine questions or problems independently.
- Interact with the Court and Department of Children and Families (DCF) on a regular basis.
- Performs physical inventories of office forms to determine level or amount for reorder.
- Checks records and documents for completeness, clerical and mathematical accuracy, and processes for future action.
- Learn & retain Public Records Laws
- Performs other duties as assigned by the Chief of Police.

Preferred Minimum Qualifications:

Education and Experience:

- High school diploma
- Previous experience and relevant knowledge of office procedures and organizational skills
- Three years of clerical record keeping experience, with one year of experience working in an organization handling data and information similar in scope to the police department. Other combinations of education and experience that meet the minimum requirements may be substituted.

Special Requirements:

- Possess consistent telephone courtesy and superior customer service skills
- Strong interpersonal skills and demonstrated customer service ability to deal with a full spectrum of staff and public contacts
- Present a clean, neat, and professional appearance

Knowledge, Ability and Skill:

Knowledge:

- Knowledge and understanding of municipal government preferred.
- Proficiency with all Microsoft Office computer programs
- Department Computer Aided Dispatch, Administrative and Records Management Software, national and state crime information databases
- State and Local social service agencies for referrals
- The basic principles of Federal Driver Privacy Protection Act
- Working knowledge of business bookkeeping practices

Ability:

- Able to work independently and maintain confidentiality.
- Make mathematical calculations rapidly and accurately (examples: add, subtract, multiply, divide and use percentages).

- Communicate orally with the public and other employees in a face-to-face, one-on-one setting and using a telephone
- Operate standard office equipment such as a keyboard device, copy machine, computer, calculator, printer, scanner, and fax machine.
- Interpret and make sound decisions in accordance with laws, regulations and departmental written directives
- Work cooperatively with police officers, court prosecutor, detectives, other Town employees and the public.
- Other duties as directed by the Chief of Police.
- Ability to pass a CORI review

Skill:

- Effective communication skills while analyzing a variety of residents' concerns to resolve
- Strong time management and organizational skills, dealing effectively with frequent interruptions
- Display professionalism in all communications with residents, other departments

Physical Requirements:

This position may spend extended periods at computer terminal, on the telephone, or operating other office machines, requiring eye hand coordination and finger dexterity. Normal vision is required for this position. Regular lifting and carrying of files, documents, records, etc. is routine. Employee will be required to talk, listen, sit for long periods, stand, walk, stoop, kneel, crouch, and reach.