**0560 Administrative Specialist Public Safety**

**Primary Reason Why Classification Exists**

To perform varied administrative support duties for the Public Safety Department.

**Distinguishing Features of the Class**

An employee in this class provides administrative support functions for the Public Safety Director and other department staff. Emphasis of the work is on administering and coordinating the department human resources functions, answering telephone calls and email for the department Director and responding to inquiries. Work requires the use of judgment, tact, and discretion as well as requires thorough knowledge of department operations and requires independence and initiative. Work is performed under general supervision and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

**Duties and Responsibilities**

* Administers and coordinates departmental personnel/HR functions to include maintaining personnel files in accordance with Criminal Justice Standards; processing and reviewing personnel forms and orders; processes bi-weekly payroll; maintains internal investigations files; updates platoon schedules, employee data, employee assignments as needed; reviews security checks on RMS to identify potential inaccuracies, determines cause and resolves issue; assists Human Resources staff periodically in regard to insurance and retirement functions for Public Safety personnel; compiles monthly personnel reports; manages supply of bars, ribbons and badges
* Serves as point of contact for telephone, email or personnel contact primarily for Department Director and secondarily for department; takes and delivers messages; coordinates special event and parade applications; provides relief for records, as needed
* Drafts letters, memos, minutes, press releases, reports and presentations as needed for the Director and Majors; maintains departmental social media pages to include Facebook and Twitter; maintains calendars for Director, special events, birthdays, work anniversaries; assists with management and coordination of public records; maintains manual copy of departmental policies and procedures; maintains a yearly record of Public Safety news; organizes and maintains manual and electronic files; assists in assigning and paying for Crime stopper tips; creates, updates and reviews all departmental forms on an as needed basis
* Coordinates departmental special events to include new hire announcements, swearing-in ceremonies, promotional announcements and ceremonies, retirement announcements and ceremonies, bi-monthly Officer of the Month for Morganton Woman’s Club
* Performs other related duties as required.

**Knowledge, Skills, and Abilities**

* Thorough knowledge of modern office practices and procedures including automated office systems including word processing, data base management, spreadsheet design and usage, specialized technology applications, website documents and other related resources
* Thorough knowledge of English grammar, punctuation, vocabulary, and spelling
* Considerable knowledge of City and departmental functions and operations
* Considerable knowledge of mathematics and general administrative / clerical office work
* Ability to organize work to achieve optimum results and manage work time and priorities
* Ability to communicate effectively in person and by telephone
* Ability to gather and compile materials from a variety of sources and give basic information and instructions on departmental programs based on inquires
* Ability to establish and maintain effective working relationships with the general public, supervisors, municipal officials, and other employees
* Skill in customer service and problem-solving

**Education**

Graduation from high school or GED equivalency; an Associate’s Degree in business or related field is desired.

**Experience**

Five (5) or more years of responsible administrative support experience

**Physical Requirements**

Must be able to physically perform the basic life operational functions of stooping, kneeling, reaching, standing, walking, fingering, grasping, talking, hearing, and repetitive motions. Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Must possess the visual acuity to compile data and statistics, operate a computer, proof read materials, and do extensive reading

**Working Conditions**

Work in this class is performed primarily in an environmentally controlled office setting and employee is not substantially exposed to adverse environmental conditions.

**Special Requirements**

Valid North Carolina driver license

**FLSA Status**: Non-Exempt

**Disclaimer**

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The City of Morganton reserves the right to assign or otherwise modify the duties assigned to this classification.

March 2017