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## **Job Description – Administrative Assistant**

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### **Job Summary**

Serves as the Administrative Assistant to the Deputy Chief of Police and provides support to other departments, performing a wide variety of administrative, legal compliance, clerical and secretarial duties, and specific project tasks related to the day-to-day operations of the Ottawa Hills Police Department. In addition to typing, filing, and scheduling, the Police Administrative Assistant performs duties such as payroll, coordination of meetings and conferences, obtaining supplies, and assembles highly confidential and sensitive information; independent judgement is required to plan, prioritize, and organize a diversified workload.

### **Core Values**

The Village of Ottawa Hills has established the following as its core values, which all employees are expected to embrace and adhere to:

- Integrity
- Respect
- Positive Communication
- Teamwork
- Accountability
- Positive Attitude
- Dedication to Service

### **Essential Functions**

- Serves as Administrative Assistant to the Deputy Chief of Police to ensure special projects, reports, and other items are completed within established time frames, in compliance with applicable laws, policies and regulations.
- Coordinates Police Department Records Management to ensure compliance with Records Commission requirements.
- Maintains organized filing system to help ensure ready availability of Police Department files and records.
- Coordinates records retention and disposal schedules to work within guidelines provided by the Ohio Historical Connection and the State Auditor's office.
- Screens calls, visitors, and mail; researches, responds to, and tracks, requests for information; determines appropriate dissemination of information.
- Maintains a calendar of activities, meetings, and various events for assigned staff, coordinates activities and conferences with other Village Departments, the public, and outside agencies.
- Performs data entry, adjusts, updates, and develops procedures for format and utilization of data; generates standard and ad hoc reports. Researches and proofreads a wide variety of standard and original reports, letters, memoranda, and correspondence newsletters.

- Processes, verifies and reviews materials, applications, records and reports for completeness and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of applications, records and reports; conducts research of files, records, and databases; provides information and forms to the public and employees; collects, processes, and distributes appropriate information.
- Oversees an administrative process or program; develops and monitors process and procedures; tracks and compiles data for special projects and programs; collects and assembles data and background materials for a variety of reports; conducts surveys; ensures equipment, supplies, contracts, and related items are available and in compliance.
- Must be able to become certified, or obtain access, to numerous law enforcement databases including, but not limited to, ACCURINT, RIO, NORIS, LEADS, NCIC, and OHLEG.

### **General Functions and Other Duties**

- Performs clerical tasks (i.e., copying, filing, data entry) organizes and maintains records related to specific areas of assignment.
- Registers employees for training; secures lodging as necessary; maintains copies of training certificates; maintains files and documentation of employee training.
- Serves as liaison in communicating Village IT issues to contracted Information Technologist. Maintains certificates, licenses, qualifications and specific skills and abilities necessary to perform assigned duties and tasks.
- Follows standard operating procedures of the department and has the ability to learn and use new techniques and skills as required to perform the job.
- Performs other duties and responsibilities as assigned.

### **Core Competencies**

- Dealing with Ambiguity: Effectively deals with change, shifts gears comfortably, isn't upset when responsible for, or participating in, multiple investigations which are in progress and at various stages, acts without perfect or complete information, doesn't have to finish one task before starting another, comfortably handles risk, uncertainty, and unknown facts.
- Service-Oriented: Is dedicated to meeting the expectations and requirements of Village personnel, residents, and members of the public, gets first-hand information and uses it for improvements in the timely and efficient delivery of services to Village residents, acts with Village residents in mind, establishes and maintains effective relationships with residents and members of the public and gains their trust and respect.
- Organizational Agility: Knows how organizations work, accomplishes assignments/tasks both through formal channels and informal network, understands the origin and reasoning behind key policies, practices and procedures, understands the culture of different organizations.
- Political Savvy: Maneuvers through complex, political situations effectively and quietly, is sensitive to how people and organizations function, anticipates where the stumbling blocks are and plans his/her approach accordingly, views politics as a necessary part of working for a political subdivision and works to adjust to that reality.
- Written Communication: Writes clearly, succinctly, and effectively in a variety of communication settings and styles; communicates message to achieve intended result.
- Organizing: Marshals resources (people, funding, material, support) to get things accomplished, orchestrates multiple activities at once to accomplish a goal, uses resources effectively and efficiently, arranges information and files in a useful manner.

- Interpersonal Savvy: Relates well to all kinds of people – inside and outside of the Village, builds appropriate rapport, builds constructive and effective relationships, uses diplomacy and tact, diffuses even high-tension situations comfortably, shows compassion toward others.
- Planning: Accurately discerns the length and difficulty of tasks and projects, sets appropriate objectives and goals, breaks down work into the process steps, develops schedules and task/people assignments, anticipates and adjusts for problems and roadblocks, measures performance against goals, evaluates results.
- Composure: Is cool under pressure, does not become defensive or irritated when times are tough, is considered mature, holds things together during tough times, handles stress, is not knocked off balance by the unexpected, does not show frustration when resisted or blocked, is a settling influence in a crisis.
- Goal-Oriented: Possesses initiative and tenacity to actively influence events rather than passively accepting events as they occur; is a self-starter, works independently and with others to complete necessary/assigned tasks, steadfastly pushes him/herself and others to achieve the desired results in a timely and efficient manner.
- Priority Setting: Spends his/her time and the time of others on what is important and time sensitive, quickly focuses on what is critical and gives appropriate weight and priority to matters that are of lesser importance or trivial, quickly senses what will help or hinder accomplishing a goal, eliminates roadblocks.
- Ethical Conduct: Conducts him/herself in an ethical and legal manner both on and off the job.

### **Required Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty, general duty, and core competency satisfactorily. The requirements listed below are representative of the additional requirements for the position:

- **EDUCATION, TRAINING and/or EXPERIENCE**: High school diploma or equivalent; three years of administrative support and/or customer service experience. Must be able to type at least 40 words per minute with corrections.
- **CERTIFICATES, LICENSE, REGISTRATIONS**: Ability to obtain, within 60 days, and maintain Terminal Agency Coordinator certification through LEADS (Law Enforcement Automated Data System) and NORIS (Northwest Ohio Regional Information System). Ability to obtain and maintain Ohio Notary Public Certification.
- **REQUIRED KNOWLEDGE, SKILLS AND ABILITY**:
  - **LANGUAGE SKILLS**: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and/or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
  - **MATHEMATICAL SKILLS**: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
  - **REASONING ABILITY**: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- **TOOLS AND EQUIPMENT USED**: Personal computer, including word processing, spreadsheet, presentation and data base software; calculator, phone; copy machine; fax machine; and other office equipment.
- **PHYSICAL DEMANDS**: While performing the duties of this job, the employee is frequently required to walk, stand, sit, see, talk and hear, use hands and fingers to handle or feel objects, tools or controls and to reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

Must be able to hear to perceive information at least at normal spoken word levels. Must be able to see to perceive general surroundings and activities. Specific vision abilities required for this job include depth perception, close and distance vision (which may be achieved through glasses, lenses, etc.), and the ability to adjust focus. Must be able to speak to communicate and exchange ideas by means of the spoken word, to provide direction, orders, and important information to others at normal spoken word levels. Must be able to lift and/or move objects as necessary in the course of daily work.

- **ATTENDANCE REQUIREMENTS:** The normal hours for this position are 9:00 a.m. to 5:00 p.m., Monday through Friday, and the normal work week is 40 hours. Overtime hours on nights and weekends may be required to complete time-sensitive tasks. Attendance is an essential function of this position.
- **WORK ENVIRONMENT:** The employee will normally work in a quiet, climate-controlled office environment.

The duties listed herein are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

**Position Type**

This is a full-time, hourly position which is not exempt from the overtime requirements of the FLSA.

**Performance Review Guidelines**

The employee's performance will be evaluated on the performance or nonperformance of the essential functions, general functions, and core competencies listed herein as well as those additional duties which are similar, related, necessary or incidental to those functions/competencies or are assigned to the employee during the course of his/her employment.

**Modification of Job Description**

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

**Employee Signature**

The signature below signifies that I have reviewed and understand the contents of this job description.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Employee Printed Name

\_\_\_\_\_  
Date