

**CODE: 1703
FLSA: NON-EXEMPT
GRADE: 9**

**TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION**

**JOB TITLE: ADMINISTRATIVE ASSISTANT II
POLICE DEPARTMENT**

GENERAL STATEMENT OF JOB

Under general supervision, performs routine to moderately complex administrative, secretarial, and clerical work in support of effective and efficient department operations. Work involves providing clerical and administrative support to the Administration staff and other members of the department; maintaining contact with other jurisdictions, department heads, Town officials, other agencies, members of various civic groups, and the general public; typing various assignments to produce correspondence, reports, forms, agendas, minutes, and other related information often containing sensitive and confidential material from copy or taped dictation; monitoring correspondence prepared by other; processing payroll, verifying leave balances, typing payroll forms with wage and benefit information, and distributing pay checks; maintaining personnel files; assisting with preparation and administration of budget; interviewing and screening visitors and callers; ensuring adequate supply of office and police related items and ensuring payment of invoices; preparing purchase requisitions and check disbursements; coordinating meetings, conferences, and special events including travel arrangements; maintaining petty cash fund and monitoring expenditures for reimbursement; and arranging for repair and maintenance of office equipment. Reports to the Chief of Police.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Types varied assignments to produce correspondence, reports, agendas, minutes, and other related information.

Monitors and proofreads outgoing correspondence prepared by others.

Attends official meetings and special events.

Processes payroll by receiving overtime/leave slips; verifies vacation, sick, and compensatory leave accounts; forwards to the Finance Department.

Maintains department and personnel files by updating information as necessary.

Assists with preparation and administration of annual budget and maintaining budgetary accounts to avoid exceeding budgetary limits.

Interviews/screens and refers visitors, callers, and walk-in citizen inquiries; resolves questions from the public; provides information on services provided by the department.

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Prepares requisitions for services/equipment/materials for the department.

Processes check disbursements for payment of invoices and bills; assigns proper account numbers.

Plans and coordinates meetings, conferences, and special events.

Prepares Travel Authorization forms ensuring advance or reimbursement to employee or payment to Town.

Prepares mailings by maintaining up-to-date lists, telephone numbers, and addresses.

Tracks and forwards status changes such as hiring, promotions, and resignations involving officers and dispatchers to State and county agencies.

Forwards information to officers regarding class assignments or re-scheduling from the Fairfax County Criminal Justice Academy.

Keeps personnel abreast of department changes by updating information boards.

Disseminates Town Code changes to ensure conformance with Town policies and procedures.

Maintains service, repair, and maintenance of office equipment.

Opens, reviews, sorts, and distributes mail.

Designs, prints, and distributes flyers and resignation forms for various meetings and special events.

Acts as advisor to less experienced office support personnel.

Performs Notary Public services; maintains report log for Administrative Services.

Ensures required paperwork and forms are completed by new and separating personnel.

Relays messages and instructions between supervisors and subordinates.

Maintains, updates, and develops schedules; coordinates appointments.

Trains new clerical and office personnel.

Interfaces with Department of Finance on budgeting issues.

Travels in and out of Town to make purchases and mailings.

Receives and/or reviews various records and reports such as correspondence, Town information/directives, bills/invoices, timesheets, and receipts.

Prepares and/or processes various records and reports such as correspondence, overtime for Teen Center, payroll, minutes, and procurement requisitions.

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Refers to budget, personnel files, procurement procedures, bills/invoices, schedules, policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of equipment such as fax machine, copier, transcriber, typewriter, organizer, computer, etc.

Uses a variety of tools such as hammer, screwdriver, ruler, tape measure, etc.; a variety of supplies such as paper, envelopes, writing instruments, binders, folders, general office supplies, etc.; and a variety of computer software such as Microsoft Word, Microsoft Excel, Microsoft Outlook, TREX, Pentamation, etc.

Interacts and communicates with various groups and individuals such as the Chief of Police, Police personnel, Town personnel, Town Council, area jurisdictions, and the general public.

ADDITIONAL JOB FUNCTIONS

Provides backup support when Administrative Assistant I is absent.

Performs general administrative/office duties as required, including typing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, establishing and maintaining filing systems, etc.

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED equivalent supplemented by two to three years of responsible administrative or clerical experience, or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines and equipment, which includes a computer, typewriter, printer, copier, etc. Must be able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for periods of time. Must be able to lift and/or carry weights of up to five pounds.

Data Conception: Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange pertinent and vital information to co-workers. Includes the receiving of information and instructions from supervisor.

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Language Ability: Requires ability to read a variety of policy and procedure manuals, computer manuals, directories, etc. Requires the ability to enter data into the computer and prepare reports, correspondence, forms, etc. with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in oral, written, diagrammatic or schedule form. Requires the ability to learn and understand relatively complex principles and techniques; to make routine independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow verbal and written instructions. Must be able to communicate effectively and efficiently with co-workers and the general public; to communicate effectively with persons of varying educational and cultural backgrounds.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery; to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, policies, and procedures of the Police Department as they pertain to the performance of duties of the Administrative Assistant II. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge of the organization of the Town and of related departments and agencies. Is able to comprehend, interpret, and apply regulations,

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procedures, and related information. Has excellent administrative, secretarial, organizational, clerical, and customer service skills. Has knowledge of modern office practices and equipment. Is able to use computers for word and data processing and records management. Is able to type accurately at a rate sufficient for the successful performance of assigned duties. Has knowledge of how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Has knowledge of and skill in the maintenance of efficient filing systems. Has knowledge of proper English usage, vocabulary, punctuation, and spelling; has knowledge of basic mathematics. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Is able to read and interpret various materials pertaining to the responsibilities of the job. Is able to compile, prepare, and maintain an assortment of records, reports, and forms in an effective manner. Is able to prepare clear and concise letters of correspondence. Is able to maintain confidentiality as required. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine tasks. Is able to plan, organize, and prioritize daily assignments and work activities. Is able to offer assistance to fellow employees as necessary. Is able to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of how to perform duties in a courteous manner and with the utmost integrity in the best interest of the public. Is capable of working under stressful conditions as required. Has knowledge of how to react calmly and quickly in emergency situations.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

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Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.