



Kalamazoo County Consolidated Dispatch Authority



JOB DESCRIPTION

POSITION: Administrative Assistant

(FLSA Non-Exempt)

SUPERVISED BY:

Deputy Director and Executive Director

SUPERVISES:

None

POSITION SUMMARY:

Under the general supervision of the Deputy Director and Executive Director, performs a wide range of secretarial and administrative tasks as assigned to support the operations of the Dispatch Authority.

ESSENTIAL JOB FUNCTIONS:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Greets visitors in person and by telephone, in a courteous, professional, and friendly manner.
2. Promptly and appropriately answers inquires or directs complex inquires to appropriate staff.
3. Schedules appointments, coordinates schedules, arranges and confirms meetings and maintains the appointment schedules for the Executive Director and Deputy Director as needed.
4. Performs non-emergency/administrative Law Enforcement Information Network (LEIN) System entries and cancellations.
5. Assists administrative staff in organizing and maintaining LEIN filing system; ensures accuracy and completeness of these records.
6. Attends, takes notes, and prepares minutes for Board of Directors and its subcommittees.

7. Handles correspondence including typing, copying and proofreading. Prepares memos and routine notices independently. Prepares and administers large mailings. Receives and routes incoming mail.
8. Maintains office and clerical supplies for administrative offices and the dispatch center. Tracks supply needs, orders and restocks as necessary. Maintains office equipment, including copy and fax machines.
9. Prepares responses to F.O.I.A. requests for recordings and /or documentation of police, fire, EMS, and Dispatch Authority activity.
10. Performs special projects as needed. Assists the Executive Director, Deputy Director, IT/Systems Administrator, Dispatch Supervisors, and Human Resource Specialist with additional services, as requested.
11. Produces information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics.
12. Maintains security of confidential or proprietary information as required by law or policy, including but not limited to confidential information of central dispatch and its employees, as well as confidential information of third-parties and responder employees and agencies to which the employee may have access in the position.
13. Files, makes copies, makes room reservations and other general clerical tasks.
14. Performs all other duties, as assigned by the Deputy or Executive Director.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- A minimum of one (1) year of secretarial, or business office experience. Experience should demonstrate writing skills, reporting skills, organization skills, time management skills, professional interpersonal skills, good judgment, and prudence in maintaining security and confidentiality of network systems and information.
- A minimum of one (1) year Law Enforcement Information Network (LEIN) System experience is preferred.

- Associates Degree in business management or public administration, or related field is preferred.
- Michigan Vehicle Operator's License.
- Knowledge of modern office procedure and practices.
- Knowledge of municipal governmental functions, operations, administration, and administrative support.
- Skill in the operation of a computer, copier, and other standard office equipment.
- Skill in the operation of word processing, databases and spreadsheet applications.
- Ability to understand and follow complex oral and written instructions, and carry them out independently.
- Ability to compile data and prepare accurate records and reports.
- Ability to type and enter data rapidly and accurately.
- Ability to take notes and prepare minutes accurately.
- Ability to effectively communicate and present ideas and concepts orally, and in writing.
- Ability to critically assess situations, problem solve, and work effectively under stress, within deadlines, and changes in work priorities.
- Ability to effectively communicate and present ideas verbally and in writing.
- Ability to establish courteous and professional working relationships using good judgment, initiative and resourcefulness when dealing with representatives of other governmental agencies, professional contacts, elected officials, and the public.
- Being available for and reporting to scheduled, non-scheduled and emergency mandatory overtime.
- Ability to behave and communicate in a manner that promotes a positive and professional work environment.
- Must pass criminal, credit and other background checks as required by Employer

policy.

(The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.)

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

While performing the duties of this job, the employee must be able to hear and communicate with others in person and by telephone, read regular and small print, view and produce written and electronic documents, and utilize and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop, kneel, use hands to finger, handle or feel and reach with hands and arms. The employee must occasionally lift or push/pull objects of up to 15 lbs. without assistance. Available to work scheduled, non-scheduled and/or emergency mandatory overtime including being available to work on scheduled days off days and in the event of an emergency.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.

(This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the requirements listed above.)