



TITLE: Executive Administrative Assistant / Communications Officer
REPORTS TO: Lieutenant and Chief of Police
SUPERVISES: Volunteers
LEVEL: Confidential Employee

JOB FUNCTION: Under the direction of the Chief of Police, coordinates and performs a variety of confidential and complex secretarial functions; provides executive-level administrative support to the Chief of Police; prepares correspondence, reports, and other documentation updates and maintains departmental records and files; organizes departmental training activities; serves as a representative of the Department and liaises with outside agencies; coordinates special projects; and performs other related duties as assigned.

Primary accountabilities include dispatching all radio calls; receiving and responding to incoming telephone and radio communications; determining the nature of calls and deploying the appropriate non-emergency personnel and equipment; providing direction and guidance to callers reporting police, fire or medical emergencies and other incidents. Incumbent maintains vital department records/information; and utilizes a variety of criminal justice data systems in support of department operations. Excellent communication and customer service skills are employed when interacting with staff, the public and officials from external agencies and volunteers. Good judgment and the ability to make quick decisions are critical components of this position.

DUTIES AND RESPONSIBILITIES

- Answer all telephone calls that come into the Police Department. Initiate calls for service for each instance, and dispatch Officers via radio or from the station.
- Acknowledge all walk-in complaints assisting citizens for a variety request they present daily
- Manage prescription drop-off redemption box to ensure proper use by the general public.
- Receives non-emergency telephone calls from the public for police, or other emergency services; determines the nature of the call and the resources necessary to respond
- Monitors police radio communications; maintains contact with police units to track officer status and respond to need for additional resources; monitors various radio channels to keep abreast of area-wide police activities affecting the Town of Winslow and assist other town departments (Fire/Public Works) agencies with mutual aid
- Assists police personnel in the field by quickly and accurately researching and relaying criminal history information and other requested data
- Communicates with callers to determine the nature of the call and provide appropriate assistance; maintains composure to ensure that complete and accurate information is transmitted to public safety and medical personnel
- Screens non-emergency calls for service; provides requested information or directs callers to the proper person, department or agency
- Updates and maintains electronic records and logs of data pertaining to calls and activities
- Monitors video surveillance cameras and/or alarms for Police Department and City Hall facilities to identify suspicious activity
- May assist with the training of new reserve communications personnel

- Process all request of Freedom of Access Request from the general public ensuring that the public's right to know is balances with confidentiality requirements set forth by the State of Maine and Federal Government.
- Answer inquiries from Insurance companies and providing them with police reports in a timely fashion.
- Maintain and update IMC system regarding business sites and street directories.
- Responsible to read, understand and sign for all department regulations, policies and procedures.
- Performs notary public services.
- Maintaining ALL records associated with the Winslow Police Department stated below but not limited to;
 - All of the filing for the Department.
 - Date research for Daily, weekly, monthly & end of year reports.
 - Recordkeeping of VSAC's which are sent to the Violation Bureau, weekly
 - Process Parking tickets (payments & filing)
 - File defect/warning cards
 - Mail Inland Fisheries deer postcards
 - Distribute Violation Bureau & Hearing dates to Officers ensuring their presence at these hearings.
- Order, issue and maintain department office supplies and forms
- Maintaining and ensure that the Winslow Police Department is compliant with all METRO regulations including Triple III's, NCIC Logs etc.
- Attend mandatory training updates and training scheduled by the Chief and/or Lieutenant.
- Court Liaison for Kennebec County District Attorney's Office, Maine Violations Bureau, District Court, Superior Court, Grand Jury and Secretary of State Hearing Division
 - Update & close all cases that have gone to court, using the Court Disposition paperwork from Waterville District Court and then, re-file in closed files.
 - Process paperwork service /generate calls for Protection Orders, Harassment notices, Subpoenas, and ensure that they are active in the system after service, keeping the files current/updated
 - Assign ATN numbers & III background checks using the OPenFox program. Label folders, collect File II's, have case approved by a supervisor, make copy of case for DA.
- Manages and maintains all UCR & NIBRS reports, generate error reports ensuring officers are properly entering property, and ensuring that the Winslow Police is credit for criminal activity for grant generated funding.
- Research and present data to the Chief as requested on a weekly, monthly and yearly basis in order for him to prepare reports, graphs and information to the Town Manager, Town Council and/or general public.
- Maintains databases of (active and inactive) concealed firearm permits, Formulates personal background checks of concealed firearm permit applicants; prepares all documentation for concealed firearm permit application process.
- Enter and maintains all Criminal Trespass Notices into IMC issued by Winslow Police Officers.
- Receive and manage residential "House checks" requested from citizens who leave their residence for an extend time period.
- Maintains high confidentiality at all times due to sensitive information within department.
- Prepare reports, memos, letters, and other documents, using work processing, spreadsheet, database, or presentation software.
- Open, sort and distribute incoming correspondence, including faxes and email.
- Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.

- Performs a variety of research, investigative, statistical and analytical tasks relating to administrative processes and responsibilities.
- Provides information to the media. Directs requests to the appropriate staff person or provides appropriate information.
- Monitors mandatory deadlines for various State and Federal reporting requirements.
- Maintains large amount of administrative correspondence in a retrievable format.
- Regular attendance at work and arrives on time.
- Performs all other job related duties as assigned or as become apparent.
- Ability to work efficiently and positively with other employees and the public.

REQUIREMENTS OF WORK

- Ability to maintain confidentiality of information.
- Proficiency in the use of a computer terminal, personal computers, software and related equipment.
- Possess considerable knowledge of modern office practices, procedures, and equipment.
- Possess considerable knowledge of business English, spelling and arithmetic. Ability to quickly and accurately perform standard arithmetic computations.
- Ability to deal courteously with the public, and to establish and maintain effective working relationships with other employees and the public.
- Ability to keep varied records, to assemble and organize data, and prepare standard reports from such records.
- Ability to operate and maintain a computer, copier machine, calculators, and other office equipment.
- Be of strong character to deal with emotionally disturbing and sensitive personal issues.
- Ability to rapidly acquire considerable knowledge of administrative, operational and procedural regulations and practices of the department.
- Considerable knowledge and ability to interpret job-related state laws, and town ordinances.
- Ability to interpret ordinances, rules, and regulations dealing with personnel issues.
- Ability and initiative to use resourcefulness and tact in meeting new problems.

ESSENTIAL FUNCTIONS

- Possess fine motor dexterity in both hands required for computer use.
- Ability to sit for long periods of time with intermittent standing, walking, or bending.
- Ability to speak, read, write and understand English at a minimum of 12th grade level.
- Ability to deal courteously with the public, and to establish and maintain effective working relationships with other employees and the public.
- Ability to hear within three feet and on the telephone.
- Ability to arrange and deal with tasks in order of importance.
- Ability to accurately and quickly transfer information received without transposition of figures or letters.
- Ability to maintain confidentiality.
- Have frequent repetition of hands and wrists when doing computer work or typing.
- Ability to work independently and in an environment ranging from many distractions to a solitary setting.
- Ability to follow both written and verbal instructions.
- Ability to lift, push, and pull supplies (up to 15lbs.).
- Ability to reach, open, and close filing cabinets.
- Ability to organize, classify, and maintain a wide variety of records.

- Ability to express oneself in such a way that one is readily and clearly understood both verbally and in writing.
- Proficiency in modern office procedures, practices and equipment.
- Ability to handle multiple tasks simultaneously.