



Administrative Assistant – Police Secretary / Deputy Court Clerk Job Description

Provides administrative support to the daily operations of the Police Department and Municipal Court. This position performs a variety of routine clericals and/or administrative work in support of law enforcement. Interacts with customers, employees and vendors when answering questions, obtaining/distributing information or coordinating department programs/projects.

Reports to: Police Chief and Chief Court Clerk

Exempt: No

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Ensures consistent delivery of excellent customer service to citizens, visitors, and city employees. Responds to public inquires receives and directs all non-emergency calls to appropriate personnel.
2. Communicates in a timely and professional manner with citizens, visitors, city employees, vendors applicants and the general public, representing the best interest of the City anticipating needs and resolving customer service inquires and other issues.
3. Conducts a verity of general reception office duties including preparing correspondence and receipt of deliveries.
4. Monitors lobby and is active in presenting a professional, organized, comfortable and safe environment for our citizens, visitors, vendors, applicants and the general public.
5. Assists officers and other agencies in researching information, records and dispatching calls for service in the lobby.
6. Collect statistical data and review case files for compliance and accuracy with state and federal guidelines with Uniform Crime Reporting/National Incident Based Reporting.
7. Prepare cases to be transferred to the appropriate agency for prosecution.
8. Ability to be comfortable in testifying in court to verify records for the Police Department.
9. Maintains the absolute confidentiality of all records and information.
10. Complies with all Police Department policies, procedures, state law and federal law to assure the safety of public personnel and the general public
11. Responsible for operations of video media equipment and the filing of duplicated files and video disks.

12. Responsible for copying, distributing, and entering reports in the computer.
Responsible for copying and distributing citations.
13. File various reports and handles incoming mail.
14. Maintain up to date logs and tracking forms of case files and information
15. Provides customer service at Court Clerk's window and through telephone inquiries to provide fine amounts and schedule court dates and driving safety classes.
16. Collects court costs, fines, fees, bond monies, counts and reconciles all monies for cashier windows, posts money received on citations, and prepares daily bank deposits.
17. Performs court collections duties including but not limited to processing extensions as prescribed by the Presiding Judge in accordance with OCA guidelines, provide past due notification to defendants by mail and phone, collect financial assessment form, and set defendants on appropriate court dockets as required.
18. Maintains databases on citations received from Police Department, prepares case files, interprets judicial instruction and places case information into case file.
19. Monitors and maintains control of court dockets to prevent overload, issues jury summons, monitors jurors, notifies defendants and attorneys of case statues and issues subpoenas and witness notifications.
20. Processes mail requests for driving safety classes, payment of fines received, attorney requests, court date requests, appeals and bond processing, and returns related correspondence.
21. Researches special projects and implements into court's daily routine for items such as City Ordinances that affect various department citations and resulting court processes.
22. Checks in and lifts warrants on bonds as monies are received, and processes time served that has been granted by the Judge and schedules docket as needed.
23. Issues Failure to Appear and Violate Promise to Appear citations.
24. Prepares arrest warrants, prints complaints, and signs and prepares files for Judge's signature.
25. Notifies defendants by mail of activated warrants and writs of arrest.
26. Clears arrest warrants and writs as required by the judge, upon service of a peace officer, or compliance by the defendant, in accordance with accepted court and police procedures.
27. Prepares check requests for Finance Department and mails copies of paperwork to interested parties.
28. Adheres to assigned work schedule as directed; ensures all behaviors comply with the City's Personnel Rules and Regulations.
29. Performs other duties assigned.

Qualification Requirements

- Principles and procedures of administrative practices and process associated with local government, law enforcement and municipal court offices or functions or possess ability to acquire and put such knowledge into practice.
- General computer operations, specifically familiarity of Microsoft Office software.
- Office machines, such as scanner, computer, copier and fax machine; and of office practices and procedures.
- Able to maintain a pleasant and courteous demeanor working in a fast pace

environment.

- Establish and maintain an effective working relationship with all levels of management, City officials, vendors, other employees, and the general public.
- Communicate effectively in person, by telephone, and by e-mail with all levels of management, City officials, vendors, other employees, and the general public.
- Meet deadlines and perform multiple tasks under pressure
- Effectively respond to a stressful or high-pressure environment.
- Work in a multi-task environment.
- Basic ability to read and requires the basic knowledge of grammar and spelling. • Basic mathematical, in order to calculate fees, work hours and sufficient math to complete reports and basic bookkeeping skills.
- Able to perform multiple task efficiently and applies knowledge of procedures to fulfill essential job duties.
- Ability to organize, prioritize, and carry out office work with minimal supervision.
- Maintain a professional appearance and attire.

Education/Experience Required

- High School Diploma, GED or equivalent is required.
- Two (2) years clerical experience with a primary emphasis in customer service.
- Must possess a valid Driver's License.
- Must pass a Police background check.

Working Conditions

The work condition characteristics describe here are representatives of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is confined mainly to an office setting.
- May include flexible hours, including weekends, holidays and some after-hours work or overtime work in response to emergencies.
- Stressful situations are inherent to this position.
- Work may occasionally require travel, including over-night stays, involving training and conducting City business.

OTHER REQUIREMENTS

None.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, this position typically requires touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

This job description does not restrict management's right to assign or reassign duties and responsibilities to this job at any time.

This job description is subject to change at any time.

City of Teague is committed to compliance with the American Disabilities Act & Accommodations Act. If you require reasonable accommodation during the application process or have a question regarding an essential job function, please contact City Hall at (254) 739-2547.

The City of Teague is an Equal Opportunity Employer and provider.

Employee Name: _____ Date: _____

City Representative: _____ Date: _____