

**Open to the Public
As of June 12, 2018**

Senior Staff Assistant – Chief of Police

Primary Duties:

This position provides professional confidential administrative support to the Chief of Police, as well as performs central administrative coordination for the three divisions of the Bureau of Police, and professionally represents the office of the Chief of Police on administrative matters.

Work Schedule:

Monday through Friday; 9:00 am – 5:00 pm

Education, Training and Experience:

- Associate Degree in business or related field, with three (3) years of clerical experience supporting upper management is required.
- Graduation from High School or completion of a GED is required.
- Training in business administration, secretarial courses, or computer program courses is preferred.
- Minimum of two years' experience working in a law enforcement or government office is required.
- Minimum of two years of progressively responsible experience in the use of computers, computer programs, stenographic and/or secretarial/administrative assistance.

Licenses and Certificates:

- Possession of a valid Pennsylvania State Driver's License is required.

Comments

- Satisfactory passing of drug screening, background investigation, polygraph, and all requirements of the Criminal History Records Act, Chapter 91 of the Pennsylvania Crimes Code is required.
- Satisfactory passing of an FBI criminal history check and Police Bureau background investigation.
- Assessment of Microsoft Word, Excel, Outlook and Personality Test will be administered.

Salary: \$39,337.11 - \$51,139.10, dependent upon qualifications

Full-Time; Excellent City benefit package

Please submit a cover letter and resume with your application. Application materials will be accepted until Friday, June 29, 2018, at 5:00 PM.

The City Job Application and full job description are available at www.cityoflanasterpa.com/city-job-listings.

The City of Lancaster is an Equal Opportunity Employer

City of Lancaster Job Description



Job Title:	Senior Staff Assistant – Chief of Police	Job Code:	2463
Department:	Police	FLSA:	Non-Exempt
Job Grade:	1008 – Non-Bargaining	Effective Date:	9/1999
Reports To:	Police Chief	Revision Dates:	10/2010; 5/2018

Primary Function

This position provides professional confidential administrative support to the Chief of Police, as well as performs central administrative coordination for the three divisions of the Bureau of Police, and professionally represents the office of the Chief of Police on administrative matters.

Principal Duties and Responsibilities

- Follows safe practices in the performance of duties.
- Maintains electronic daily schedule for the Chief of Police, and provides backup material for appointments.
- Coordinates meetings with appropriate personnel working with a 24/7 schedule.
- Attends staff meetings and supervisor meetings to transcribe notes and follow through with assignments as a result of the meetings; gather agenda items and distribute meeting notes.
- Screens incoming calls from the public; directs and responds to inquiries.
- Composes letters for the signature of the Chief of Police.
- Responds to complaints, invitations, inquiries and miscellaneous letters of support, references, thank you letters and endorsements.
- Responds to inquiries from the Police webpage: inquires range from complaints, reports of illegal activity, parking issues, information regarding qualifications required to apply for hiring, internships and volunteers.
- Manages and distributes changes to the organizational assignment chart.
- Creates and maintains confidential files for all police bureau personnel. Provides copies of disciplinary action, confidential medical paperwork, and other pertinent information to the Bureau of Human Resources.
- Preserves files of all inactive, retired and deceased officers.
- Maintains contact information for active and retired police bureau employees.
- Formats Uniform Crime Information submitted to the Federal Bureau of Investigations and distributes information to the Chief, administrative staff, the Mayor and the District Attorney.
- Receives data from the Lancaster County-Wide Communications center regarding the pending time of calls for service received and the response times of officers responding to call; formats and distributes to the Chief of Police, Police Administration and the Mayor.
- Conducts data entry, records and creates reports using CODY Records Management System, IA Pro and Blue Team software that is used to collect data on police officer use of force, internal/external complaints, vehicle pursuits, and disciplinary action of police officers.
- Provides clerical support to the Office of Professional Standards and the Police Foundation.
- Provides planning and clerical support for the VIPS (Volunteers in Police Service) program and plans and executes annual recognition luncheon.
- Retains files and spreadsheets for civil lawsuits brought against the Bureau of Police.
- Disburses and reconciles petty cash funds for purchases made by the Bureau of Police.
- Creates commendation certificates for officers, civilian employees and citizens; coordinates presentation of commendations with the Chief of Police, Mayor and members of the city council.
- Assists with planning of special events related to the office of the Chief of Police and the police activities
- Perform all other duties as assigned

Position Qualifications

Knowledge, Skills and Abilities

- Knowledge of safe practices in an office setting is required.
- Knowledge of or ability to learn police department history, law enforcement acronyms, as well as city-wide bureau responsibilities is required.
- Bilingual written and verbal skills with English/Spanish language fluency are preferred.
- Advanced skill in the use of Microsoft Excel, Word, Outlook or comparable PC software is required.
- Considerable knowledge of modern office management procedures, practices, and equipment is required.
- Ability to keep complex records, to assemble and organize data and to prepare reports from collected data is required.

City of Lancaster Job Description



Job Title:	Senior Staff Assistant – Chief of Police	Job Code:	2463
Department:	Police	FLSA:	Non-Exempt
Job Grade:	1008 – Non-Bargaining	Effective Date:	9/1999
Reports To:	Police Chief	Revision Dates:	10/2010; 5/2018

- Excellent communication skills, both verbally and in writing, are required.
- Proven ability to exercise sound judgment in person or on the telephone, courtesy and tact in receiving visitors, in obtaining and giving information and in making proper disposition of problems.
- Proven ability to effectively answer phones, provide assistance, document information, and interface with City personnel and other agencies to resolve problems.
- Proven ability to understand and follow written and oral instructions.
- Proven ability to communicate and interact effectively with diverse community groups and the general public.
- Proven ability to learn the regulations, procedures and activities of the Police Bureau.
- Proven ability to establish and maintain effective working relationships with City officials and employees.
- Proven ability to multi-task is required.
- Proven ability to maintain strict confidentiality of all issues and information is required.
- Proven ability to work effectively under minimal supervision is required.
- Proven ability to use tact and discretion when dealing with highly sensitive information is required.
- Proven ability to read, write, speak and comprehend English is required.
- Proven ability to work as part of a team and to collaborate successfully with other is required.
- Proven ability to adapt to new or changed situations and to show flexibility in making improvements in work processes and operations is required.
- Proven ability to exhibit customer-centered behaviors and to focus on customer needs is required.
- Proven ability to commit to excellence in service and to continuous improvement is required.

Education, Training and Experience

- Associate Degree in business or related field, with three (3) years of clerical experience supporting upper management is required.
- Graduation from High School or completion of a GED is required.
- Training in business administration, secretarial courses, or computer program courses is preferred.
- Minimum of two years' experience working in a law enforcement or government office is required.
- Minimum of two years of progressively responsible experience in the use of computers, computer programs, stenographic and/or secretarial/administrative assistance.

Licenses and Certificates

- Possession of a valid Pennsylvania State Driver's License is required.

Environmental Conditions

- Indoors, Environmentally Controlled

Safety Equipment Used or Needed

- None

Comments

- Satisfactory passing of drug screening, background investigation, polygraph, and all requirements of the Criminal History Records Act, Chapter 91 of the Pennsylvania Crimes Code is required.
- Satisfactory passing of an FBI criminal history check and Police Bureau background investigation.
- This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.