

**WASHINGTON COUNTY**  
**Job Description**

**JOB TITLE: Enforcement Secretary**

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Exempt (Y/N): No

DATE PREPARED: October 2012

DEPARTMENT: Sheriff

SUPERVISOR: Captain

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**SUMMARY:**

The incumbent provides secretarial assistance and administrative support for (55) fifty-five law enforcement officers, which better enables them to perform their duties. Acts as receptionist and answers the telephone for the Enforcement Division, which includes Patrol, Criminal Investigations and Animal Control. Ensure that all office functions are performed efficiently and in a professional and timely manner to maintain office continuity. The incumbent performs secretarial duties to include: typing, answering and disseminating telephone calls, answering and distributing of correspondence, printing reports for insurance companies, supplying reports to the proper courts and the general public, saves investigation interviews performed in CID and adds to case file and enters citations and warnings. In charge of organizing office duties. This position has considerable contact with all divisions and departments within the Sheriff's Office and must have in-depth knowledge of operations and procedures. Incumbent also has extensive contact with other law enforcement agencies, attorneys, other county offices and the general public. Initiates and implements new ideas for efficient operations. Ensures that all office functions are performed efficiently and in a professional, accurate, confidential and timely manner. Responsible for supervising part-time clerical employees.

**ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.**

1. Performs typing and transcription of confidential reports requiring both accuracy and speed in typing, data entry, scanning, photocopying, filing. Manages assigned unit's mail; screens incoming correspondence in order to refer correspondence to appropriate investigator for response and prepares unit's outgoing mail for pick-up. Screens incoming telephone calls in order to provide assistance or refer call to appropriate investigator.
2. Greets visitors and resolves problems (e.g., Department personnel, other state or law enforcement agency personnel and the general public) in person in order to provide assistance or refer to appropriate investigator. Be able to verbally defuse hostile individuals

3. Conduct all activities in a professional manner to ensure a positive image of the Sheriff's Office and maximum cooperation between and among the county, the public and other law enforcement agencies. Use of discretion when deciding how and when to share confidential information.
4. Maintain and update classified case files, which are subject to audit by the Arkansas Crime Information Center, in an accurate and efficient manner.
5. Ensure office equipment is in working condition. Call for service and/or repair as required. Maintain adequate supplies for the office. Reorder, as necessary.
6. Receive, correct, assemble, file supplement reports, and update case status on incident reports.
7. Provide public, prosecutors, attorneys, insurance companies, courts and nationwide law enforcement agencies with incident reports and duplicates of audio and video interviews and photographs.
8. Conduct all liaison activities in a professional manner to ensure maximum cooperation between and among County and other agencies.
9. Ensure that all activities are professionally and ethically performed in accordance and within the law to protect the individual rights of all citizens in Washington County.
10. Ensure that all duties assigned are performed in a efficient and responsible manner according to office policy and procedures.
11. Responsible for merging, making digital copies and distributing copies of needed interviews performed by county deputies as well as all other agencies who utilize our facility for their interview process.
12. Responsible for scanning documents into each case file, maintaining the case file for future and current investigations.
13. Does elimination fingerprints for ruling out suspects for burglaries as well as fingerprinting the public when needed.
14. Responsible for helping with child information cards at events as needed.
15. Assesses whether callers and/or visitors should have access to information being requested in order to ensure that confidential information is disseminated to authorized persons only.
16. Remains current on modern office and job-specific procedures through job-related training courses in order to apply appropriate methodologies.

17. Supervises the work of one part time employee to ensure that assigned tasks are completed accurately and in a timely manner.
18. Must have knowledge of The “Arkansas Freedom of Information Act” (FOIA), regulations, rules of procedure and policies adopted by the agency in order to fulfill FOI requests that may be requested from the Criminal Investigation Office.

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, be certified to operate the Arkansas Crime Information Center and National Crime Information Center systems, which requires in-depth training for certification. The requirements listed below are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

Associates Degree (A.A.) or equivalent from two-year or technical school with two years previous secretarial/clerical experience in general office skills; or equivalent combination of education and experience in lieu of post secondary education.

**OTHER SKILLS and ABILITIES:**

The incumbent should possess good communication skills, as frequent contact is required with the public and others. Also, should have knowledge of modern office practices, procedures, and equipment. The incumbent should also possess good organizational skills for prioritizing workloads. Clerical/Secretarial skills include computer skills, software application knowledge, accurate typing, calculator (10-key), copier, scanner, and fax machine, etc. Must be computer literate and have general knowledge of legal documents for understanding and interpretation.

**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.

While performing the duties of this job, the employee is regularly required to sit, talk, hear, and use hands to finger, handle, or feel objects. The employee must occasionally walk, reach with hands and arms, and kneel or crouch. The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include the ability to adjust focus and close vision.

**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 maybe made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.