

PUBLIC SAFETY OFFICE ADMINISTRATOR

General Statement of Duties

The Public Safety Office Administrator performs difficult and specialized administrative tasks, maintains records, and lends administrative support to members of the Police and Fire Department. Work is supervised by the Police and Fire Chief.

Distinguishing Features of the Class

An employee in this class is responsible for overall office management in the Police and Fire Departments. Work includes preparation and maintenance of law enforcement and fire records reports, and other information, and assisting the public with use of this information.

Other work includes, serving as administrator and liaison with the Town's IT contractor to support a variety of software systems and information technology systems, assisting with the hiring process, purchasing various supplies, and processing invoices for payment, and related activities.

The employee reviews and enters a wide variety of records and data into various databases and software systems, maintains manual and electronic records and files, and compiles and submits a variety of information and reports.

This employee follows state and federal law, town policy, and the internal departmental policy and procedure established by the police and fire departments.

Work is performed at the advanced journey level and requires strong technology and office management skills, organization, and the ability to multi-task. This employee must have the ability to learn and apply new knowledge of the operations of public safety departments and specialized software.

The employee is expected to assure the confidentiality and security of records and information.

Work is performed in an inside office environment under regular supervision and is reviewed through direct observation, conferences, reports, and review of work performed in the assigned function.

Duties and Responsibilities

Essential Duties and Tasks

Performs a variety of general and specialized administrative support and record keeping in support of the public safety team.

Answers and routes multiple telephone and fax lines, checks general voicemail accounts daily, and forwards messages and requests to staff members.

Receives expected and unexpected guests at the Town of Duck Public Safety Building. Provides customer service to the guests.

Provides information to the public and other agencies related to records, services, or related issues.

Processes record requests for reports and other documents. Maintains confidentiality of protected records.

Receives, retrieves and distributes U.S. Mail, parcels, packages, and freight from a variety of carriers. Reads, responds and forwards electronic mail received on multiple accounts.

Routes non-emergency requests for service to on-duty public safety personnel.

Creates and maintains proper records storage. Files and purges records and documents pursuant to the records retention policy.

Tracks fire and security alarm violations, and unsecure doors found by police. Mails violation and notification letters to home and business owners.

Assists with the preparation of presentations. Plans and coordinates special events, trainings, meetings, and the annual DVFD award recognition dinner. Attends the annual DVFD Board Meeting, updates fire personal information and the roster, and takes official minutes.

Assists with audits, as required.

Receives and schedules requests for property checks and security surveys.

Serves as the "second party" evidence custodian during business hours.

Receives invoices for the police and fire department and forwards them to be approved and processed for payment by the appropriate Department Director.

Creates, compiles, prepares, and edits a wide variety of forms, documents, correspondence and reports.

Serves as DCIN Terminal Access Coordinator for the Police Department. Participates in internal and external DCIN audits, administers certification tests, tracks certification expiration; validates NCIC records, ensures the area where DCIN systems are used remains secure, escorts and vets contractors and outside support personnel that visit the police department to ensure federal security compliance.

Serves as the Motorola FLEX software administrator for the police department, oversees the import of issued eCitations and eCrash reports. Manually enters warning tickets, town ordinance violations and other vital records into various databases.

Serves as the administrator of fire department data management emergency reporting system. Compiles and forward reports for the Fire Department to the state.

Submits fire data quarterly to the National Fire Incident Reporting System (NFIRS).

Maintains liaison with the Fire Department's insurance carrier. Submits forms as needed.

Attends and takes minutes/notes at departmental and command staff meetings.

Maintains fire department state required personnel records and forwards the annual roster to the Fire Chief for certification.

Tracks special state pension funds for the Fire Department.

Assists with the hiring process for both departments. Serves as the primary point of contact for applicants and coordinates interviews. Obtains criminal backgrounds and driving records for the fire department.

Participates in employee onboarding and offboarding, including, but not limited to state submissions, physicals setup, and initial set up in local, county, and state systems such as MDT, eCitation, NC Aware, and NetMotion.

Enters, tracks, and maintains training records and certification expiration dates for the fire department.

Maintains an appropriate inventory of office supplies and materials, locates vendors, determines supply costs, and orders a variety of supplies for the departments.

Prepares blank time sheets and collects completed time sheets from staff. Checks accuracy, forwards to Department Directors for approval, and then submits them to the appropriate Town staff member.

Will create and maintain a continuity of operations binder.

Serves as co-administrator of the fire department scheduling software and serves as Knox Box and reflective signs coordinator.

Operates, maintains, troubleshoots, and submits trouble tickets to the Town's information technology contractor for a variety of office systems and equipment, including but not limited to, desktop and laptop computers, telephones, printers, and copy machines. Creates and assigns passwords for specialized software.

Serves as secondary contact for the submission of GHSP campaign reports and for processing orders of expungement.

Additional Job Duties

Attends training as needed to maintain certifications and expand knowledge.

Assists departmental staff as needed.

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Considerable knowledge of the laws, regulations and procedures for custody, storage, tracking and handling of law enforcement and fire records.

Considerable knowledge of standard office technology, Microsoft Office 365 Office software suite, and specialized law enforcement and fire technology and software programs.

Knowledge of Town personnel and administrative policies and departmental policies and procedures.

Skill in collaborative conflict resolution, teamwork and internal and external customer service excellence.

Ability to input and review data based on federal and state guidelines and/or internal procedures.

Ability to plan and organize work, files, and records for easy retrieval.

Ability to communicate effectively in oral and written forms.

Ability to develop and maintain effective working relationships with law enforcement officers, firefighters, Town staff, and other law enforcement agencies, public officials, and the general public.

Ability to plan and organize work for efficient processing, set and follow effective work priorities, meet established deadlines and multi-task.

Ability to problem-solve and work independently.

Ability to handle confidential information and records appropriately.

Ability to handle departmental and special funds appropriately.

Ability to type and perform data entry with appropriate speed and accuracy and to proof own work.

Physical Requirements

Must be able to physically perform the basic life operational functions of reaching, lifting, fingering, grasping, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to ten pounds of force occasionally and/or negligible amount of force frequently or constantly to move objects.

Must possess the visual acuity to prepare data and statistics, operate a computer terminal, do extensive reading, and perform visual inspection of work performed.

Desirable Education and Experience

Graduation from high school and considerable experience at the journey or advanced journey level of office management, preferably in a public safety environment, or an equivalent combination of education and experience.

Ability to hold and maintain the Office of Notary Public.

Special Requirements

Ability to obtain and maintain DCIN certification in required modules within six months of employment.

Ability to hold and maintain the Office of Notary Public.

May require possession of a valid NC driver's license.

