Mayor and Council of Middletown
Middletown Police Department
130 Hampden Road, Middletown, DE 19709
(302) 376-9950 FAX (302) 376-9952

Job Title: Secretary/Receptionist – Civilian Position
Department: Police
Reports To: Corporal, Master Corporal, Sergeant, Master Sergeant, Lieutenant, Senior Lieutenant, Captain, or Chief of Police.
Hours: Overnight shift, 10-hour shift, Wednesday night through Saturday night
FLSA Status: Non-Exempt

Summary:
Provides secretarial/clerical assistance within the Police Department. Serves as Police Department receptionist and receives and records public requests for all police services, and relays information to supervisors, emergency call centers and others as appropriate.

Requirements:
Must have the ability to work with sensitive information and maintain the utmost confidentiality. Ability to effectively communicate with citizens reporting crimes or who request police services or make inquiries. Must possess excellent interpersonal skills. Must be able to successfully complete a thorough background investigation. Must be able to obtain and maintain clearances for State and Federal criminal justice systems.

Education and/or Experience:

- High School diploma or general education degree; and at least one year of related experience and/or training; or equivalent combination of education and experience.

Essential Duties and Responsibilities:
Include the following. Other duties may be assigned.

1. Formats and types correspondence, memorandums, reports, /legal documents, forms and similar material from rough draft or clear copy. Materials often contain confidential information.
2. Must be able to maintain strict confidentiality.
3. Composes routine correspondence and reports for various Departmental signatures.
4. Maintains administrative files and records for Department including follow-up files; obtains, organizes and assists superior in drafting technical and administrative materials for public information or departmental use.
5. Organizes, arranges and coordinates a variety of administrative details for department supervisors; keeps supervisors apprised of issues.

6. Receives and distributes incoming mail; locates and attaches appropriate file to correspondence; maintains a follow-up filing system on correspondence. Forwards copies of correspondence to other department officials for their information and response.
7. Make copies and distributes all incoming fax correspondence to respective department personnel. Faxes outgoing correspondence for all personnel.
8. Data entry.
9. Answers telephone, ascertains purpose of call, provides routine information to callers, transfers calls to appropriate personnel and records message. Places outgoing calls and schedules appointments for superiors resulting from public contact.
10. Greets visitors, ascertains nature of business and directs visitors to appropriate staff person.
11. Arranges details for the use of police department facilities for staff, committees and general public for meetings and conferences. Sets up schedules for court appearances and other extra duty assignments and arranges for personnel to staff the building.
12. Operates personal computer, calculator, fax machine, copier, and two-way radio communications system.
13. Responds to inquiries regarding police services.
14. Performs other duties as directed or assigned.
15. Maintains and monitors social media as needed.
16. Must be able to maintain confidentiality.
17. Must possess a high level of integrity
18. Must be able to function in a para-military organization.

Supervisory Responsibilities
This job has no supervisory responsibilities.

Competencies:
To perform the job successfully, an individual should demonstrate the following competencies:

- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Technical Skills - Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Cost Consciousness – Works within approved budget; Develops and implements cost saving measures; Conserves organizational resources.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and diplomacy; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Completes work in timely manner.
- Safety and Security – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- Attendance/Punctuality - Is consistently at work and on time; Arrives at meetings and appointments on time.
- Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- Monitors video surveillance for suspicious or abnormal activity.

Qualifications:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements, essential duties and responsibilities listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Language Skills
- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

- To perform this job successfully, an individual should have knowledge of Database software; Internet software; Spreadsheet software and Word Processing software.

Other Skills and Abilities

- Knowledge of secretarial and office practices and procedures.
- The ability to read, understand and explain regulations, policies and procedures.
- Skill in handling complaints tactfully and thoroughly. Ability to verify accuracy of information, resolve discrepancies and follow-up on customer complaints.
- Ability to operate a variety of office machines and equipment including two-way radios.

Machines, Equipment, Tools Used

- Personal computer, typewriter, calculator, copy machine, fax machine, blueprint copy machine, and two-way radio.

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; use hands to finger, handle, or feel and talk or hear.
- The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

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.

- The noise level in the work environment is usually moderate.

NOTE: The police department operates 24-hours per day, seven days per week. Employees must be able and willing to work all days of the week and all shifts, including nights, weekends and all holidays.

_____ _____

Signature Date

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Printed Name